



# Melville Housing Association

## Tenant Satisfaction Survey

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# Melville Housing Association

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## Tenant Satisfaction Survey 2025

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# 1. EXECUTIVE SUMMARY

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## INTRODUCTION






- Melville Housing Association commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.
- A total of 718 interviews were carried out with Melville Housing Association tenants in order to assess satisfaction with the Association and the services it provides.
- Interviews took place between the 14<sup>th</sup> and the 31<sup>st</sup> of January 2025.
- 718 interviews provide data accurate to +/-3% 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 Melville Housing Association 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 Melville Housing Association.

The results in the table below show the levels of satisfaction reported in Melville Housing Association's 2012, 2016, 2019, 2022 and 2025 tenant satisfaction surveys. The trend column shows the difference between 2022 and 2025 This column indicates where there has been a statistically significant change, a slight change or no change between 2022 and 2025, as is shown in the key below.

These 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.

Key				
Significant increase	Slight increase	No significant change	Slight decrease	Significant decrease
				

Scottish Housing Regulator indicators							
	2012	2016	2019	2022	2025	Trend	ARC 2023/24
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by MHA as your landlord? (% very/ fairly satisfied)	92%	94%	89%	88%	90%	 2%	86%
How good or poor do you feel MHA is at keeping you informed about their services and decisions? (%very good/ fairly good)	92%	97%	96%	96%	99%	 3%	90%
How satisfied or dissatisfied are you with the opportunities given to you to participate in MHA's decision making process? (% very/ fairly satisfied)	-	94%	97%	98%	99.9%	 2%	88%
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by MHA? (% very/ fairly satisfied)	83%	84%	83%	80%	81%	 1%	87%
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	-	93%	89%	88%	91%	 3%	84%
Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? (% very/ fairly satisfied)	-	93%	93%	90%	95%	 5%	85%
Taking into account the accommodation and services MHA 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)	62%	76%	79%	83%	86%	 3%	82%

## SUMMARY OF KEY FINDINGS

Our review of the survey results suggest the following key findings should be noted by Melville Housing Association:

- For all but one **key indicator**, satisfaction levels have remained consistent, increasing only marginally over the period from 2022 to 2025. Satisfaction with the Association's contribution to the management of the neighbourhood has seen a significant increase from 90% in 2022 to 95% in 2025. Comparison to the Scottish Average from the 2023/24 ARC reveals that generally Melville Housing

Associations is performing above the Scottish average with the exception of the repairs service where Melville's satisfaction rating is 81% compared to the Scottish average of 87%. Satisfaction with the **overall service** provided by Melville Housing Association is high with 90% of tenants being satisfied compared to 88% in 2022.

- **Letters** (52%), the Association's tenant newsletter "Voice" (51%) and email contact (25%) were the most common ways in which tenants are kept informed about Melville Housing Association and its services. The vast majority of tenants said the Association was very or fairly good at **keeping tenants informed** (99%).
- More than 9 in 10 respondents (95%) have **internet access** and 57% of these individuals were aware they could access various tenant services via Melville's tenant portal on their website. Younger respondents were significantly more likely to use the internet than older tenants.
- With regards to **consultation**, 99.9% were satisfied with the opportunities provided to them to participate in Melville's decision making process. When asked about how they would prefer to participate in decision making activities, 73% of tenants said they would prefer not to get involved, 20% would prefer to take part in surveys and 10% would like to get involved via email.
- In terms of how tenants would prefer to have contact with the Association in the future, the majority (94%) would prefer telephone contact and 17% would prefer contact via email. Those who contacted Melville were asked how satisfied or dissatisfied they were with various aspects of the contact they had. Satisfaction levels were high and ranged from 90% in terms of timescales for reporting to 97% with regards to the availability of staff or regarding office hours.
- Satisfaction with the **quality of the home** has remained consistent at 91% in 2025 compared to 88% in 2022.
- Just under 4 in 10 tenants had reported a repair to the Association in the last 12 months (37%). Of these individuals, more than 8 in 10 (81%) were either very or fairly satisfied with the **repairs and maintenance** service provided by R3 compared to 80% of tenants in 2022.
- Over nine in ten respondents (96%) said their neighbourhood was a very or fairly good place to live and 95% were satisfied with the **Association's contribution to the management of the neighbourhood** they live in (90% in 2022).
- When asked to consider **value for money**, 86% of tenants rated the rent charge very or fairly good compared to 83% In 2022.

## 2. INTRODUCTION, BACKGROUND AND OBJECTIVES

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### 2.1 Introduction

This report represents and discusses the findings to emerge from Melville Housing Association's 2025 Tenant Satisfaction Survey.

### 2.2 Background and objectives

The aim of the research was to seek tenants' views on the services Melville 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
- Customer contact
- Quality of the home
- Satisfaction with repairs
- Rent, welfare benefits and support services
- Management of the neighbourhood

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

### 2.3 Research Method

We note that 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 with pros and cons for each method. However, given the requirement to achieve data accurate to at least +/- 3% for tenants and ensuring representative samples of tenants and also the geographical spread of Melville tenants it was decided that the tenant survey was carried out utilising primarily a face to face methodology with a small number of telephone interviews (19) undertaken in the areas with very small numbers of tenants or to top up interviews in areas where the sample drawn for face to face was exhausted and additional interviews were required. Our primary reasons for recommending interview led methodologies were:



- Administering the survey utilising an interviewer led methodology allows us to maximise the response rate.
- The proposed methodology is an inclusive methodology and allows interviewers to ensure that, for example, elderly or those with a disability or literacy problems can be included in the process. It also lets us identify any potential barriers to participation which can be raised and addressed in partnership with the Association.
- Facilitates high quality of survey output as it allows the interviewer to build up a rapport with the participant ensuring that the questionnaire is answered in full and allowing explanation of the necessity for asking personal data.

## 2.4 Questionnaire design

After consultation with Melville HA 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 Melville HA 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
- Rent and value for money
- Neighbourhood 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 718 interviews were completed from a database of 2099 in scope tenants, representing a 34% response rate and providing data accurate to  $\pm 3\%$  based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across Melville 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:

Area	Tenants		Interviews	
	No.	%	No.	%
Airdrie	1	0.0%	0	0.0%
Bellshill	1	0.0%	1	0.1%
Bilston	110	5.2%	37	5.2%
Blantyre	2	0.1%	1	0.1%
Bonnyrigg	146	7.0%	51	7.1%
Carluke	2	0.1%	2	0.3%
Coatbridge	2	0.1%	0	0.0%
Dalkeith	156	7.4%	53	7.4%
Danderhall	61	2.9%	20	2.8%
Easthouses	65	3.1%	22	3.1%
Edinburgh	11	0.5%	3	0.4%
Forth	45	2.1%	9	1.3%
Galashiels	1	0.0%	0	0.0%
Gorebridge	355	16.9%	120	16.7%
Loanhead	43	2.0%	27	3.8%
Mayfield	755	36.0%	251	35.0%
Musselburgh	4	0.2%	0	0.0%
Newarthill	1	0.0%	0	0.0%
Newtongrange	8	0.4%	3	0.4%
Pathhead	14	0.7%	6	0.8%
Penicuik	242	11.5%	89	12.4%
Poltonhall	47	2.2%	15	2.1%
Rosewell	25	1.2%	8	1.1%
Wallyford	1	0.0%	0	0.0%
Whitecraig	1	0.0%	0	0.0%
<b>Grand Total</b>	<b>2099</b>	<b>100.0%</b>	<b>718</b>	<b>100.0%</b>

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 14<sup>th</sup> and the 30<sup>th</sup> of January 2025.

## **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 2012, 2016, 2019, 2022 in the executive summary and the Scottish average in the Annual Return on the Charter 2023/24.

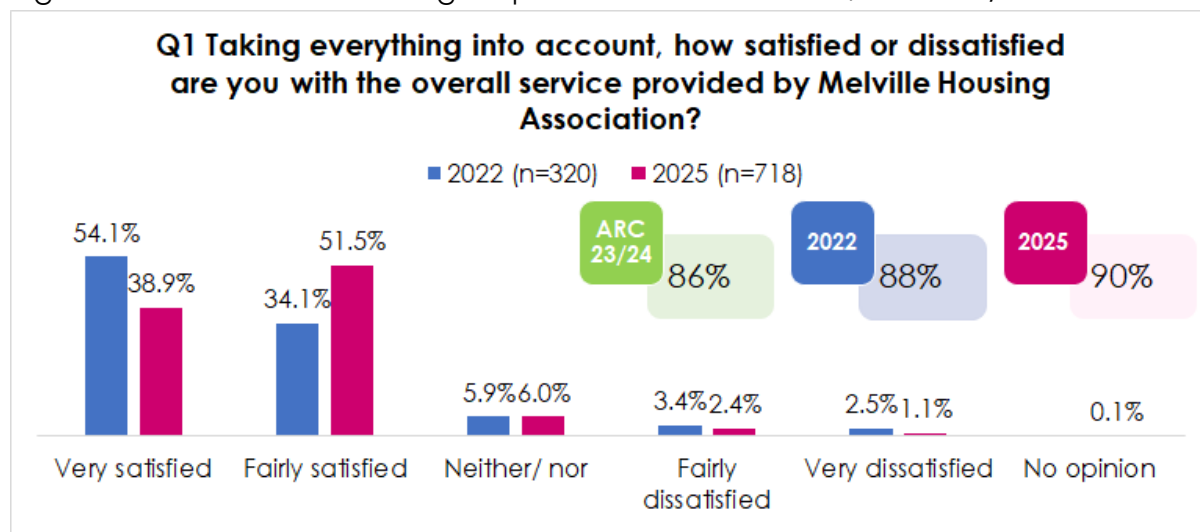
Please note that not all percentages sum to 100% due to rounding.

### 3. OVERALL SATISFACTION

#### 3.1 Satisfaction with the overall service provided (Q1/2)

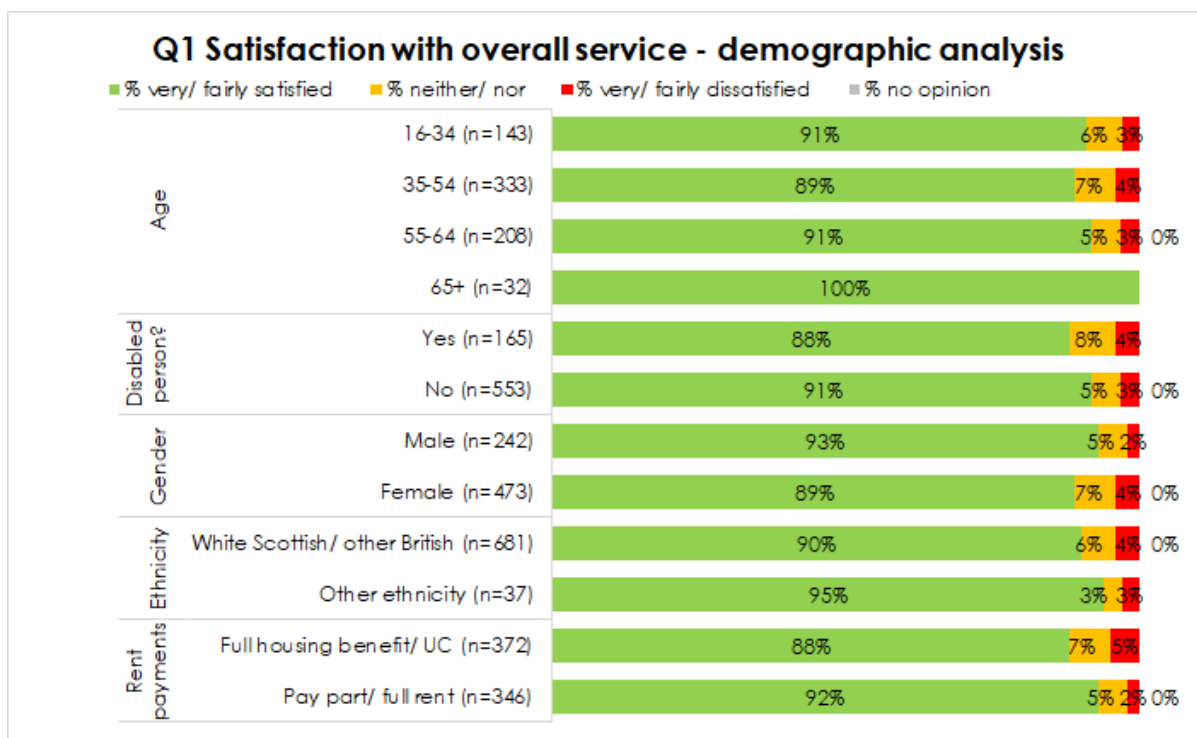
The survey opened by asking respondents how satisfied or dissatisfied they were with the overall service provided by Melville Housing Association (MHA). Nine in 10 respondents (90%) were either very or fairly satisfied in this respect compared to 6% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied.

Overall satisfaction with the service provided by MHA has remained consistent with the Association's last tenant satisfaction survey which was undertaken in 2022 and is higher than the Scottish average reported in the ARC as 86% for 2023/24.



Analysis of overall satisfaction and dissatisfaction has been undertaken by demographic as shown in the following chart. There are no significant differences in satisfaction by these factors, however satisfaction levels do vary slightly in terms of:

- **Age:** Those aged 65 and over were more likely to be satisfied with the overall service (100%) than tenants aged 35-54 (89%).
- **Gender:** Males were more likely to be satisfied with the overall service (93%) than females (89%).
- **Housing benefit:** Those who were on full housing benefit or had all of their rent paid via Universal Credit were less likely to be satisfied with the overall service (88%) than those who pay full or part rent (92%).



All respondents were asked to explain why they were satisfied or dissatisfied with the overall service provided by Melville. Over half (52%) said they had no problems or were happy with the service generally, 17% said the Association had helpful or friendly staff or customer service and 12% said the Association had good services or deal with issues quickly. On the other hand 10% spoke about having a poor repairs service.

### Q2 Can you please explain why you are satisfied/ not satisfied with the overall service provided by Melville?

Base: All respondents, n=718

	No	%
No problems/ happy with everything/ they are good/ good housing association	373	51.9%
Helpful/ friendly staff/ customer service	121	16.9%
Good services/ deal with issues quickly	88	12.3%
Poor repairs service/ outstanding repairs	75	10.4%
Good housing/ properties upgraded	62	8.6%
Good neighbourhood/ area	16	2.2%
Need to upgrade/ improve properties	13	1.8%
Not getting value for money for what we pay/ do nothing/ rents too high	9	1.3%
Garden maintenance not being done/ Estate maintenance	7	1.0%
Affordable rents	4	0.6%
ASB/ ASN issues	3	0.4%
Poor customer service/ not helpful	3	0.4%
Lack of communication	1	0.1%
Other	17	2.4%
Don't know/ not had much contact with them	29	4.0%

## 4. INFORMATION AND COMMUNICATION

### 4.1 Communication sources (Q3/4)

Written communications were the most popular method of being kept informed for tenants with 52% preferring letters being sent to the home and 51% preferring to receive the Association's tenant newsletter to find about services, decisions and events. These were also the most popular communications in 2022. Just over one in five tenants said they used email to keep informed about the Association and 22% said they visited the Association's website, which is an increase from 7% reported in 2022.

<b>Q3 Melville uses a range of different methods to keep you informed about general issues such as their services, decisions or events. How would you prefer Melville to keep you informed?</b>		
<b>Base: All respondents, n=718</b>	<b>No</b>	<b>%</b>
Letters sent to your home	375	52.2%
Voice – Melville's regular tenant newsletter	366	51.0%
Email	178	24.8%
Melville's website	159	22.1%
Text message	122	17.0%
Melville's Facebook page	14	1.9%
Other	6	0.8%
Don't know	5	0.7%

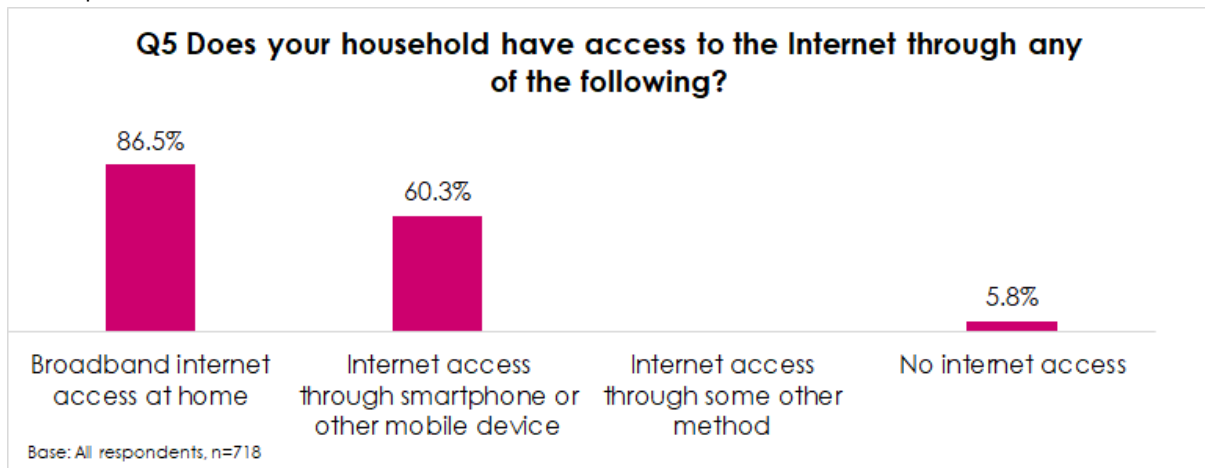
Analysis by age reveals that as age increases the proportion of respondents who would prefer letters to be used to keep them informed also increases for example from 49% for tenants aged 16-34 and aged 35-54 to 69% for tenants aged 65 and over. Younger tenants aged 16-34 are most likely to prefer the website (38%) and text messaging (27%).

<b>Q3 Melville uses a range of different methods to keep you informed about general issues such as their services, decisions or events. How would you prefer Melville to keep you informed?</b>				
	<b>16-34</b>	<b>35-54</b>	<b>55-64</b>	<b>65+</b>
<b>Base</b>	<b>143</b>	<b>333</b>	<b>208</b>	<b>32</b>
Voice – Melville's regular tenant newsletter	53%	48%	56%	44%
Letters sent to your home	49%	49%	57%	69%
Email	36%	29%	11%	16%
Melville's website	38%	26%	9%	6%
Text message	27%	18%	11%	3%
Melville's Facebook page	4%	2%	1%	3%
Other	1%	1%	1%	-
Don't know	1%	0%	1%	-

Melville has recently moved to providing its Voice tenant newsletter electronically rather than in paper form in order to save money and be more sustainable. It was noted to tenants that if they were not able to access it digitally, Melville can still provide this through the post. More than one in ten tenants (11%) said they required a paper copy of the newsletter. Analysis by age revealed that as age increases the proportion of tenants who required paper copies of the newsletter also increases. For example 2% of tenants aged 16-34 required a paper copy compared to 28% of tenants aged 65 and over.

## 4.2 Internet access (Q5)

More than 9 in 10 respondents have internet access (94%), with 87% having broadband internet access at home and 60% having internet access through a smartphone or other mobile device.

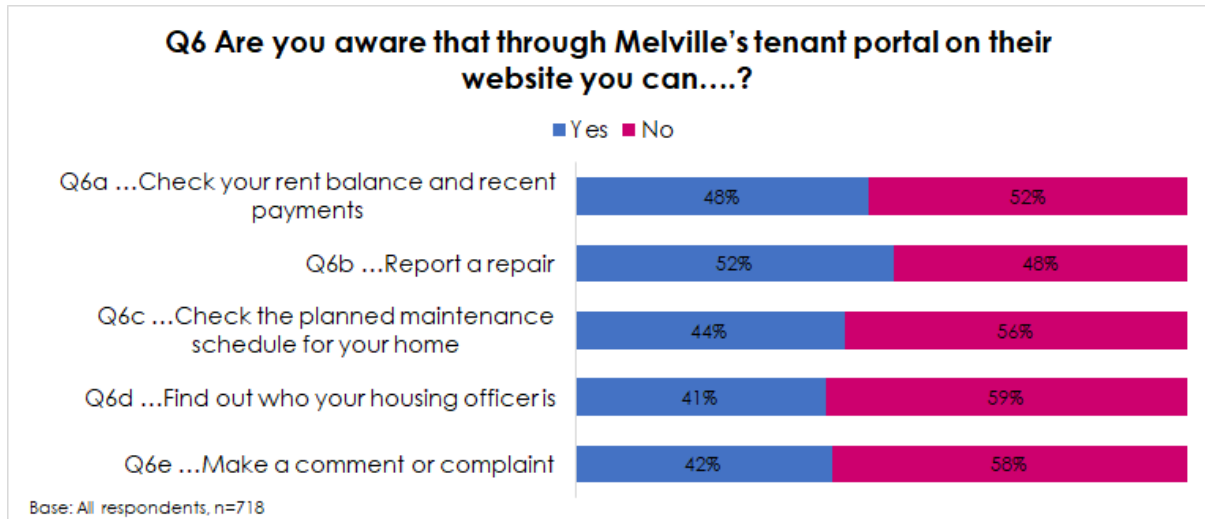


Analysis by age reveals that as age increases the proportion of respondents with no internet access also increases, for example just 1% of 16-34 year olds have no internet access compared to 63% of those aged 65 and over.

Q5 Does your household have access to the Internet through any of the following?				
	16-34	35-54	55-64	65+
<b>Base</b>	<b>143</b>	<b>333</b>	<b>208</b>	<b>32</b>
Broadband internet access at home	94%	93%	78%	34%
Internet access through smartphone or other mobile device	78%	61%	54%	13%
No internet access	1%	1%	9%	63%

### 4.3 Tenant portal and mobile app (Q6)

Tenants who used the internet were asked if they were aware or not that they can use the Association's tenant portal on their website to do a number of housing related activities. Over half of these respondents (57%) were aware they could do at least one of these things via the portal. Tenants were most likely to be aware they can report a repair (52%) and least likely to be aware they can find out who their housing officer is (41%).



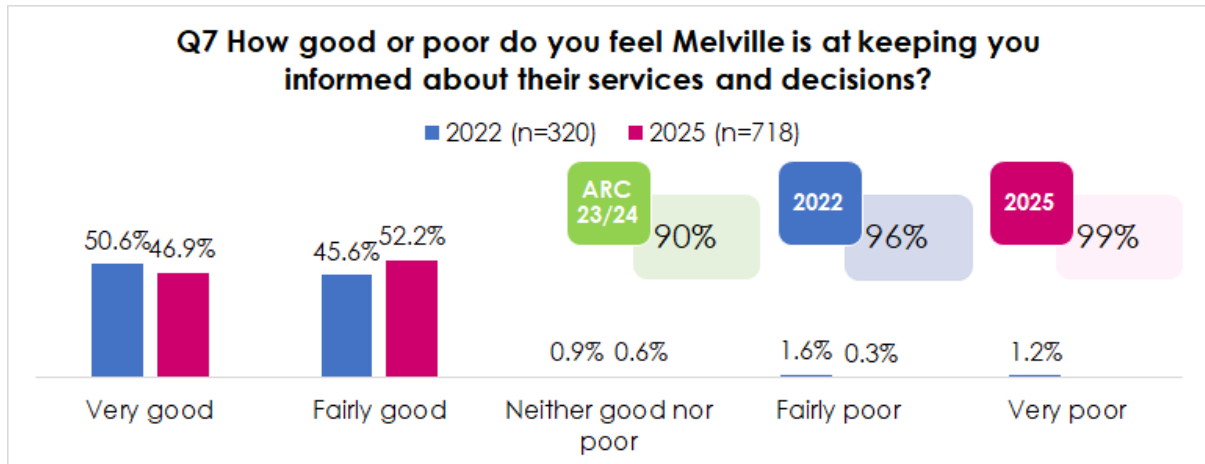
The table below shows that awareness levels have increased in all respects with the biggest increase in awareness being regarding reporting repairs where 42% were aware in 2022 versus 52% in 2025.

Q6 Are you aware that through Melville's tenant portal on their website you can....?		
	2022	2025
<b>Base</b>	<b>244</b>	<b>718</b>
Q6a ...Check your rent balance and recent payments	41%	48%
Q6b ...Report a repair	42%	52%
Q6c ...Check the planned maintenance schedule for your home	37%	44%
Q6d ...Find out who your housing officer is	38%	41%
Q6e ...Make a comment or complaint	37%	42%



#### 4.4 Keeping tenants informed (Q7/8)

Almost all respondents felt Melville was very or fairly good at keeping them informed about their service and decisions (99%) compared to 1% who felt the Association was neither good nor poor in this respect and less than 1% who felt they were very or fairly poor. Overall satisfaction has increased slightly from 96% in 2022 and is higher than the Scottish average reported in the 2023/24 ARC.



Only 6 respondents felt Melville was poor or neither good nor poor at keeping them informed and these tenants generally felt this was due to not receiving enough information.

Overall satisfaction and dissatisfaction with how well Melville keeps tenants informed does not vary significantly by demographic or geography.

## 5. PARTICIPATION

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### 5.1 Participation opportunities (Q9)

Melville provide a range of ways for tenants to get involved in their decision making processes. Tenants were asked how they would prefer to get involved in the Association's decision making activities. One in five respondents (20%) said they would prefer to take part in surveys and 10% would like to get involved via email. On the other hand, 73% said they would not wish to get involved in any way.

The proportion of respondents who did not wish to get involved was higher for tenants aged 65+ (84%) and was lowest amongst tenants aged 35-54 (68%).

#### Q9 Melville provide a range of ways for tenants to get involved in their decision making processes. If you were to get involved, how would you prefer to do this?

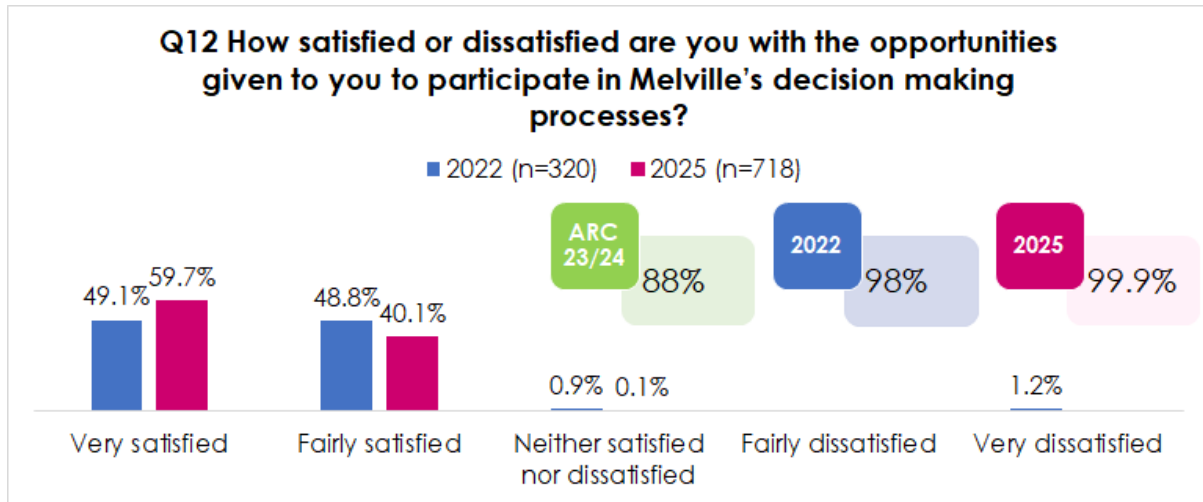
Base: All respondents, n=718	No.	%
By taking part in surveys	146	20.3%
By Email	70	9.7%
Via Facebook	30	4.2%
By completing an online survey/ consultation	15	2.1%
Local meetings about issues in the area	4	0.6%
By taking part in focus groups	3	0.4%
By becoming a tenant representative	2	0.3%
Do not wish to get involved	522	72.7%

### 5.2 Interest in board membership/ tenant representative (Q10/11)

Tenants were asked if they or someone else in their household would be interested in becoming a Board member or a tenant representative. A total of 8 tenants (1%) said they or someone in their household would like to be a Board member and a further 5 tenants (1%) said they were already Board members. With regards to being a tenant representative 8 tenants expressed an interest in this, and 2 tenants said they were already tenant representatives. Five out of 11 tenants who were interested in being tenant representatives or board members gave permission for their contact details to be provided to Melville. Please note 5 tenants said they would be interested in being a tenant representative and being a board member.

### 5.3 Satisfaction with participation opportunities (Q12/13)

Almost all tenants were either very or fairly satisfied with the opportunities provided to them to participate in Melville's decision making processes (99.9%) compared to 1% who were dissatisfied and 0.1% who were neither satisfied nor dissatisfied. Overall satisfaction is consistent with the 2022 results (98%) and significantly higher than the Scottish average reported in the 2023/24 ARC (88%).



Further analysis reveals that minority ethnic groups (while still the vast majority), were slightly less likely to be satisfied in this respect (97%) than White Scottish or other British respondents (100%).

## 6. CUSTOMER CONTACT

### 6.1 Preferred contact method (Q14)

In terms of how tenants would prefer to have contact with the Association in the future, the majority (94%) would prefer telephone contact, 17% would prefer contact via email and 8% would prefer to get in touch via the website.

Q14 If you need to get in touch with the Association, how do you prefer to do this?		
Base: All respondents, n=718	No	%
By telephone	674	93.9%
Email	124	17.3%
Via website	59	8.2%
Text message	23	3.2%
Letter	4	0.6%
Visit to your home	1	0.1%
Other contact with staff	1	0.1%

Analysis by age reveals that contact via the website is most likely to be preferred by younger tenants aged 16-34 (14%), while no tenants aged 65 and over said they would prefer to have contact via the website.

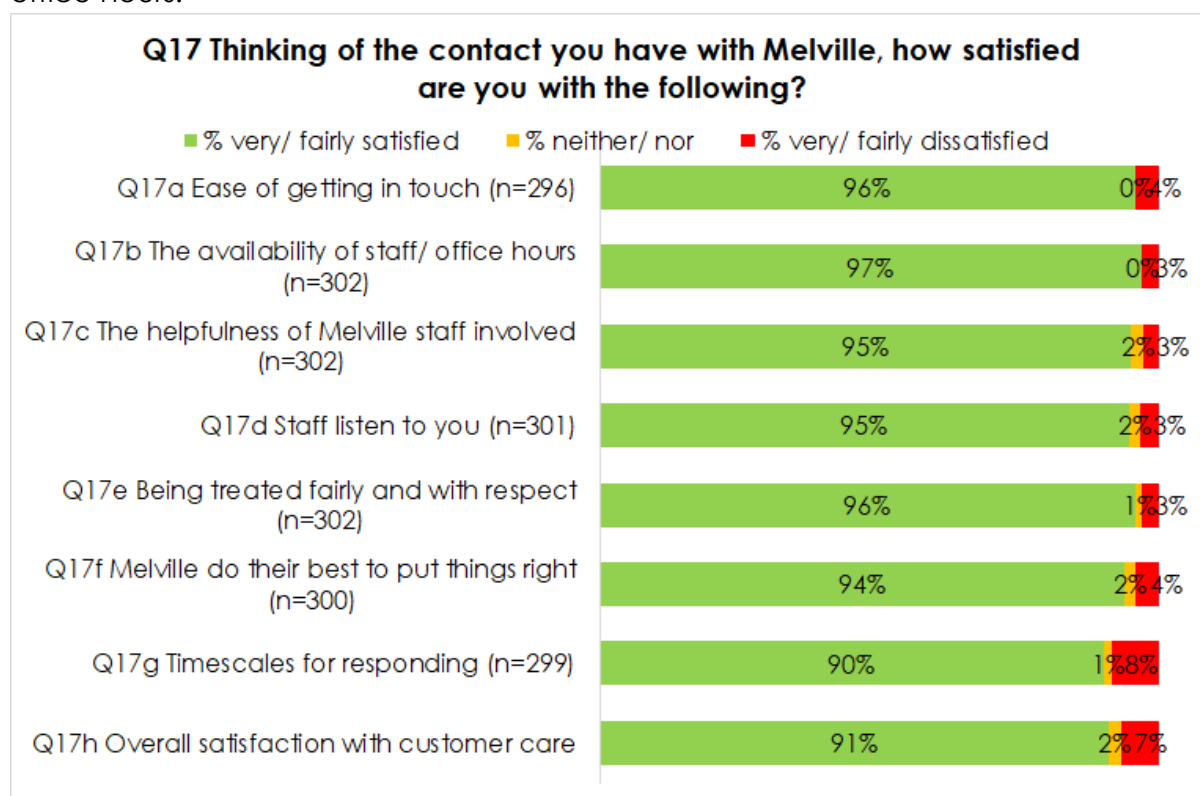
Q14 If you need to get in touch with the Association, how do you prefer to do this?				
	16-34	35-54	55-64	65+
<b>Base</b>	<b>143</b>	<b>333</b>	<b>208</b>	<b>32</b>
By telephone	93%	92%	97%	97%
Email	29%	19%	9%	3%
Via website	14%	10%	3%	-
Text message	4%	4%	2%	-
Letter	1%	1%	-	-
Visit to your home	-	0%	-	-
Other contact with staff	-	-	-	3%
By telephone	93%	92%	97%	97%

## 6.2 Contact with Melville (Q15-18)

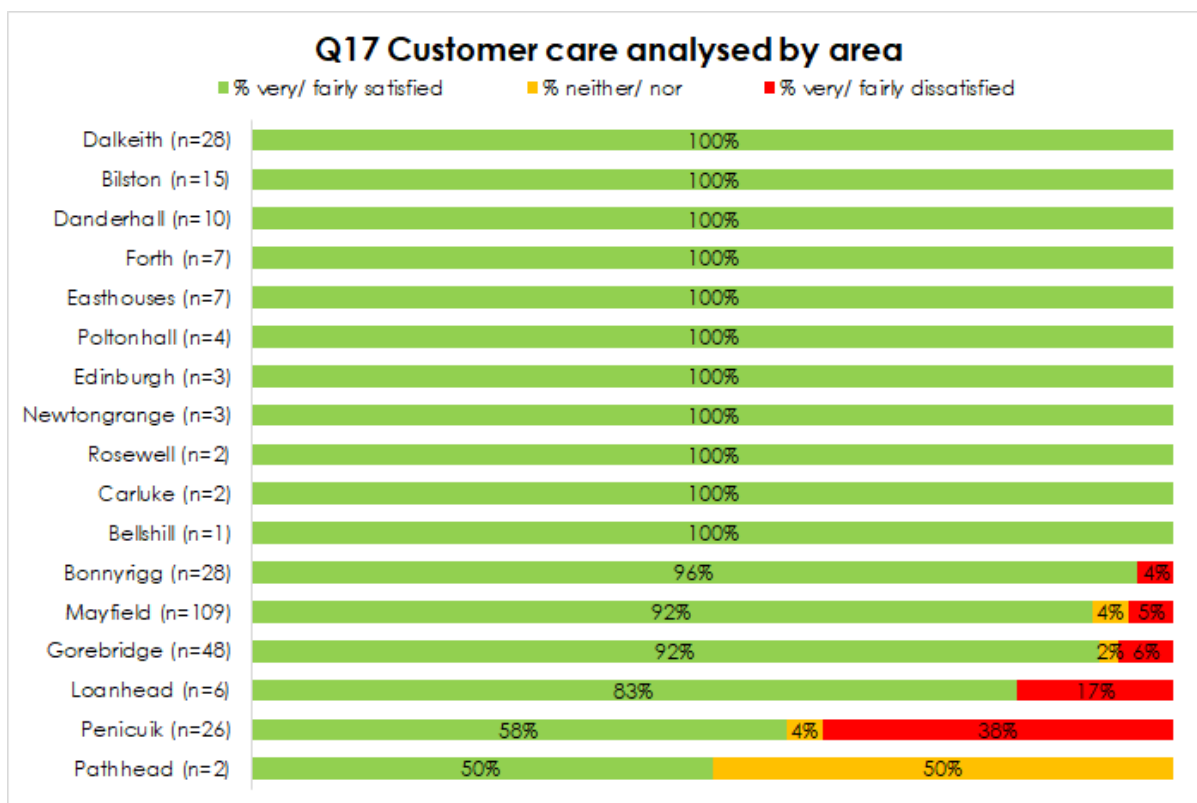
More than 4 in 10 tenants have contacted Melville within the last 12 months (42%). The majority of these tenants said they contacted the Association to report a repair (84%).

Q16 What was the reason for your last contact with Melville?		
Base: contacted Melville, n=302	No.	%
To report a repair	254	84.1%
To make a payment	16	5.3%
To discuss my rent	7	2.3%
To discuss a transfer or exchange	6	2.0%
To complain about a neighbour or anti-social behaviour issue	3	1.0%
To discuss planned improvements to my house	3	1.0%
Other	13	4.3%

Those who contacted Melville were asked how satisfied or dissatisfied they were with various aspects of the contact they had. Satisfaction ranged from 90% in terms of timescales for reporting to 97% with regards to the availability of staff or regarding office hours.



Overall satisfaction with customer care does not vary significantly by demographic. However, Penicuik had the highest level of dissatisfaction as shown in the following chart.



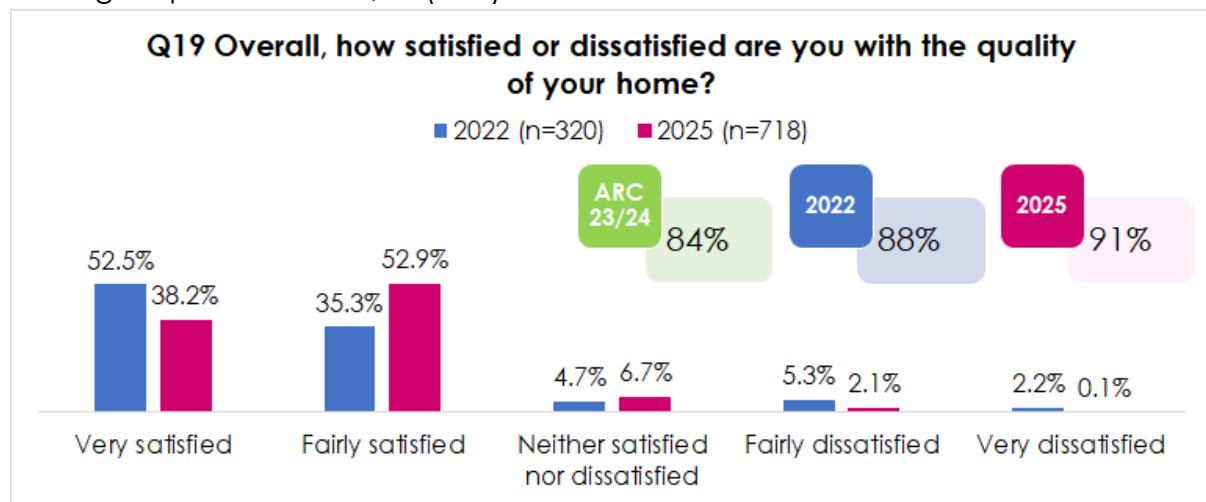
Following on from this, tenants who were not satisfied with any of these aspects were asked to explain how Melville could improve the customer care provided. Over half of respondents (51%) spoke about outstanding repairs issues or where repairs were not completed on the first occasion. A further 23% would like to see improvements to timescales and 23% would like to see improvements to customer service or communication.

Q18 Can you explain how Melville could improve the customer care provided?		
Base: Not satisfied with customer care, n=35	No.	%
Ongoing repairs issues/not coming back to complete repairs	18	51.4%
Dissatisfaction with timescales/ slow to respond	8	22.9%
Improvements to customer service/ communication	8	22.9%
Other ongoing issues	5	14.3%
Other	2	5.7%

## 7. QUALITY OF HOME AND REPAIRS

### 7.1 Satisfaction with quality of the home (Q19/20)

Just over 9 in 10 tenants (91%) were either very or fairly satisfied with the quality of their home compared to 7% who were neither satisfied nor dissatisfied and 2% who were fairly or very dissatisfied. Overall satisfaction with the quality of home is slightly higher than was reported in 2022 (88%) and significantly higher than the Scottish average reported in 2023/24 (84%).



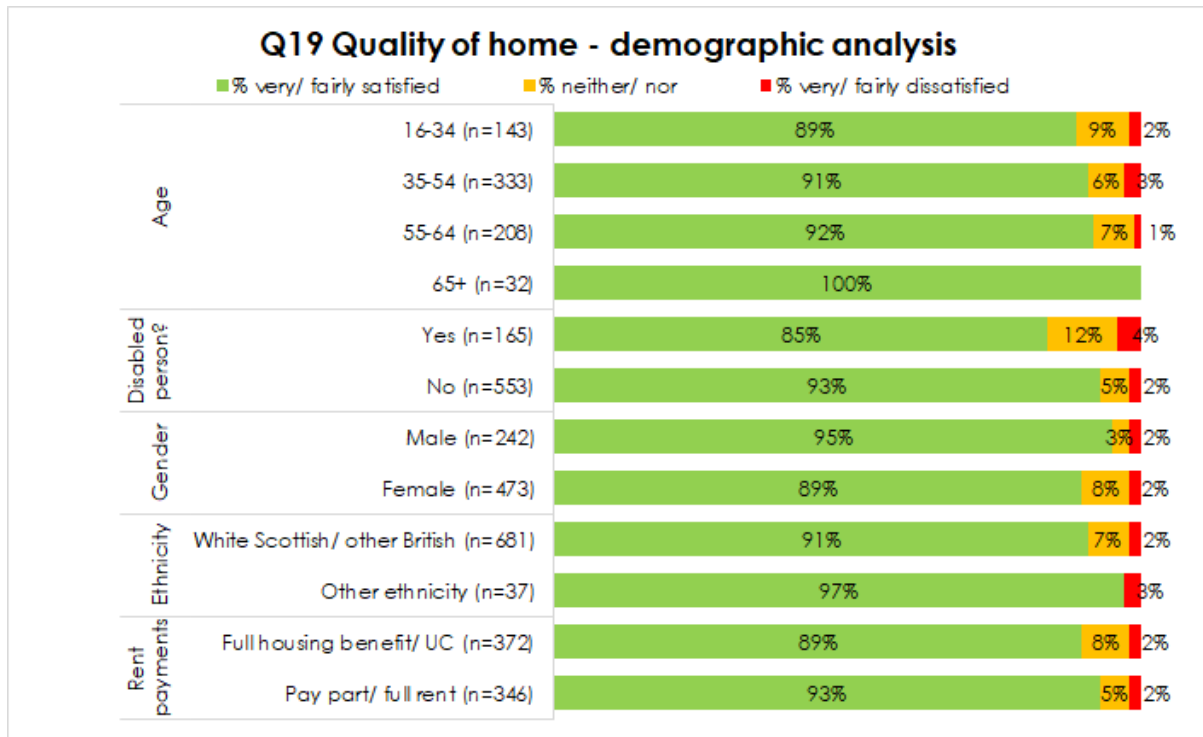
Where respondents were not satisfied with the quality of their home they were asked what Melville could do to improve their satisfaction. The open ended responses have been coded into common themes and illustrated in the table below. The top two comments were regarding problems with mould and damp (31%) and regarding outstanding repairs (38%).

Q20 You said you are not satisfied with the quality of your home. Can you please explain what Melville could do to improve your satisfaction?		
Base: Not satisfied with quality of home, n=64	No.	%
Outstanding repairs	24	37.5%
Problems with mould and dampness	20	31.3%
Property needs upgrades e.g. new windows/ doors/ insulation/ bathrooms etc	19	29.7%
House is in poor condition/ rundown/ falling apart/ walls are bad	5	7.8%
Smell of smoke/ drugs from neighbours	3	4.7%
Other	5	7.8%
Don't know	1	1.6%

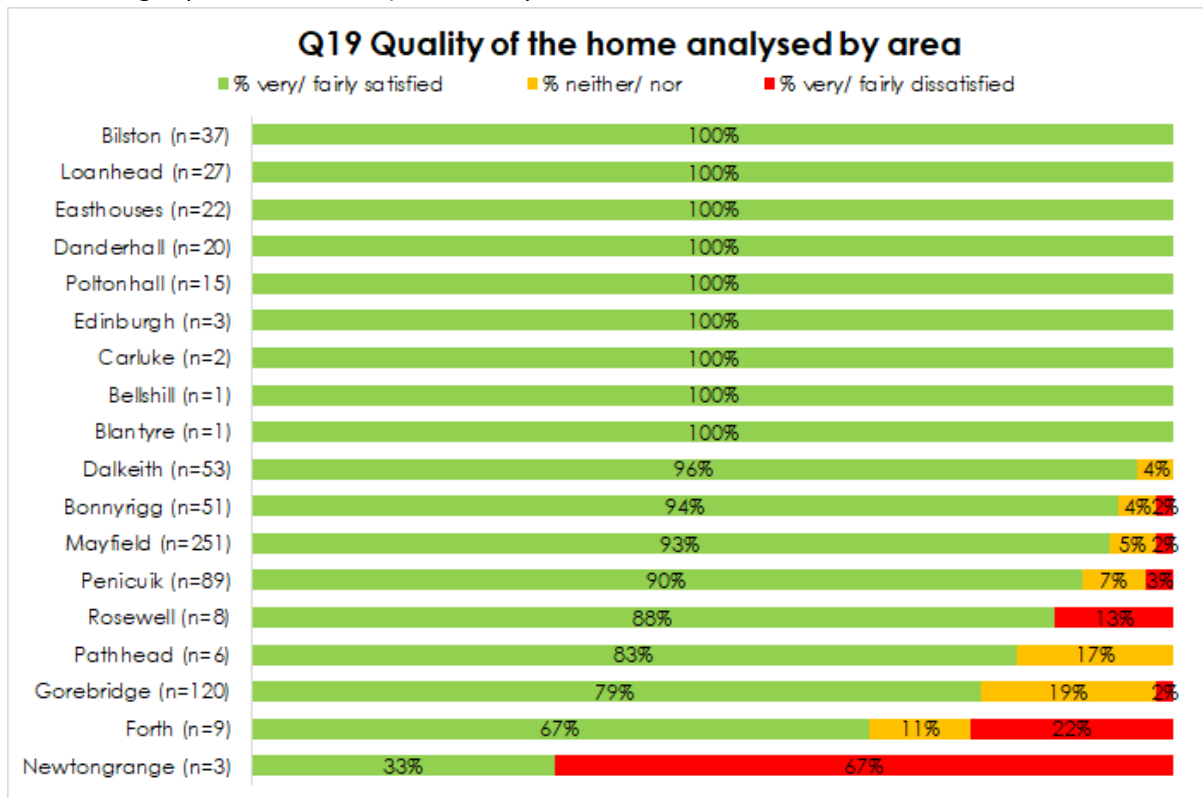
Further analysis reveals that overall satisfaction with the quality of the home varies significantly in terms of:

- **Disability:** Tenants with a disability (85%) were less likely to be satisfied with the quality of their home than other tenants (93%).

- **Gender:** Males were more likely to be satisfied with the quality of their home (95%) than females (89%).



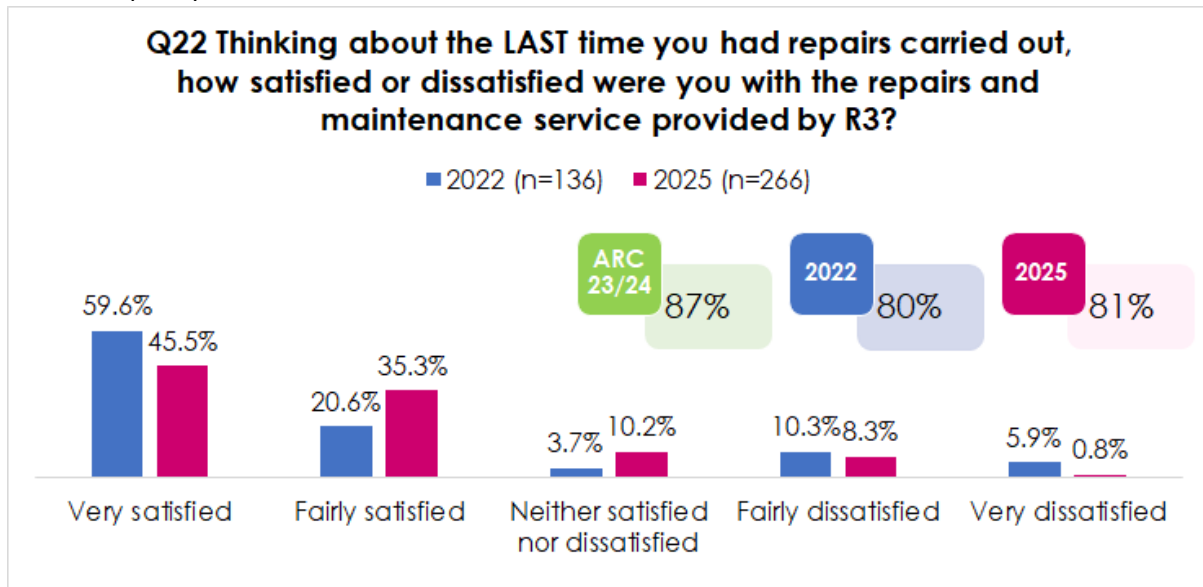
The chart below shows that satisfaction with the quality of the home is lower in Gorebridge (79% of 120 respondents).



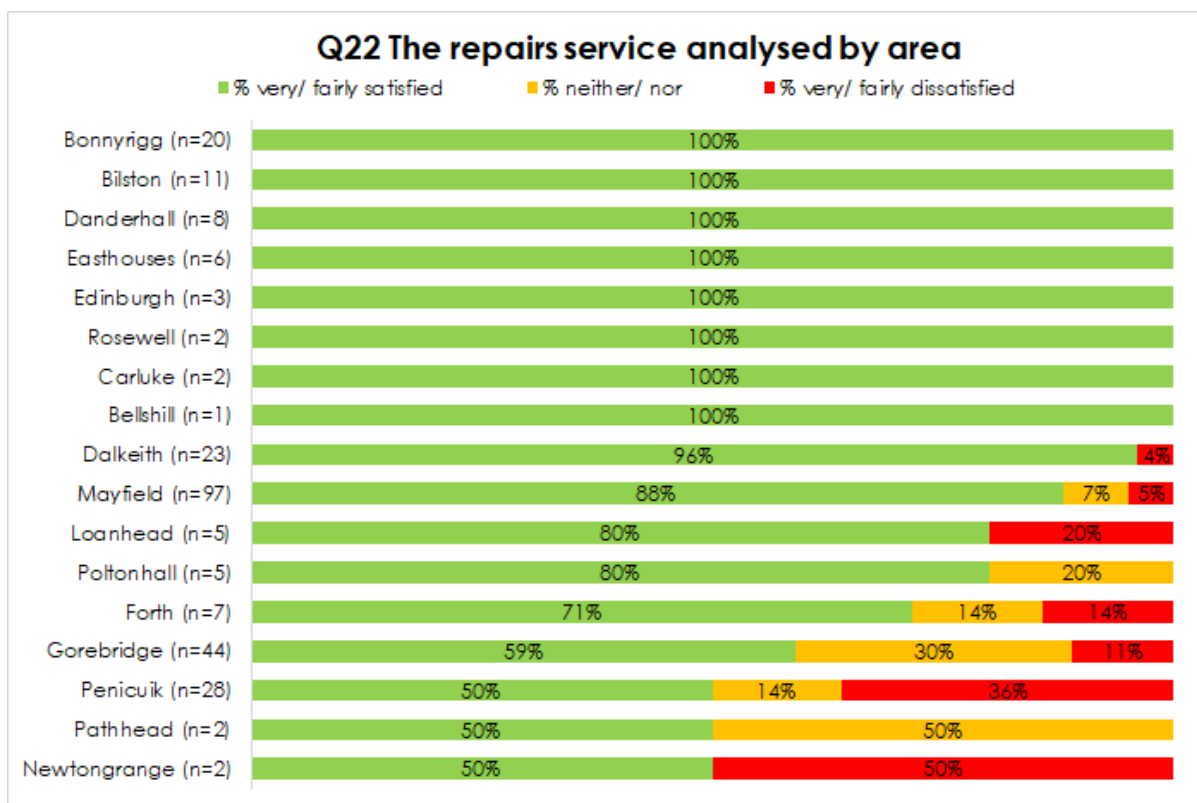


## 7.2 Satisfaction with repairs service (Q21-25)

Over a third of respondents (37%) have had repairs carried out in their property in the last 12 months, amounting to 266 tenants. Of these individuals, over 8 in 10 (81%) were either very or fairly satisfied with the repairs and maintenance service provided by R3 compared to 10% who were neither satisfied nor dissatisfied and 9% who were very or fairly dissatisfied. Overall satisfaction was not significantly different from the 2022 survey where 80% were satisfied and is lower than the Scottish average for 2023/24 (87%).



Overall satisfaction with the repairs service does not vary significantly by demographic. However, analysis by area shows that of the 24 tenants who were dissatisfied, 10 lived in Penicuik (36% of Penicuik respondents) and 5 lived in Gorebridge (11% of Gorebridge respondents). The remaining tenants who were dissatisfied were spread across several areas.



Where respondents were not satisfied the last time they had repairs carried out 42% said this was due to ongoing repairs issues, 34% were unhappy with timescales (34%) and 20% spoke about poor quality workmanship.

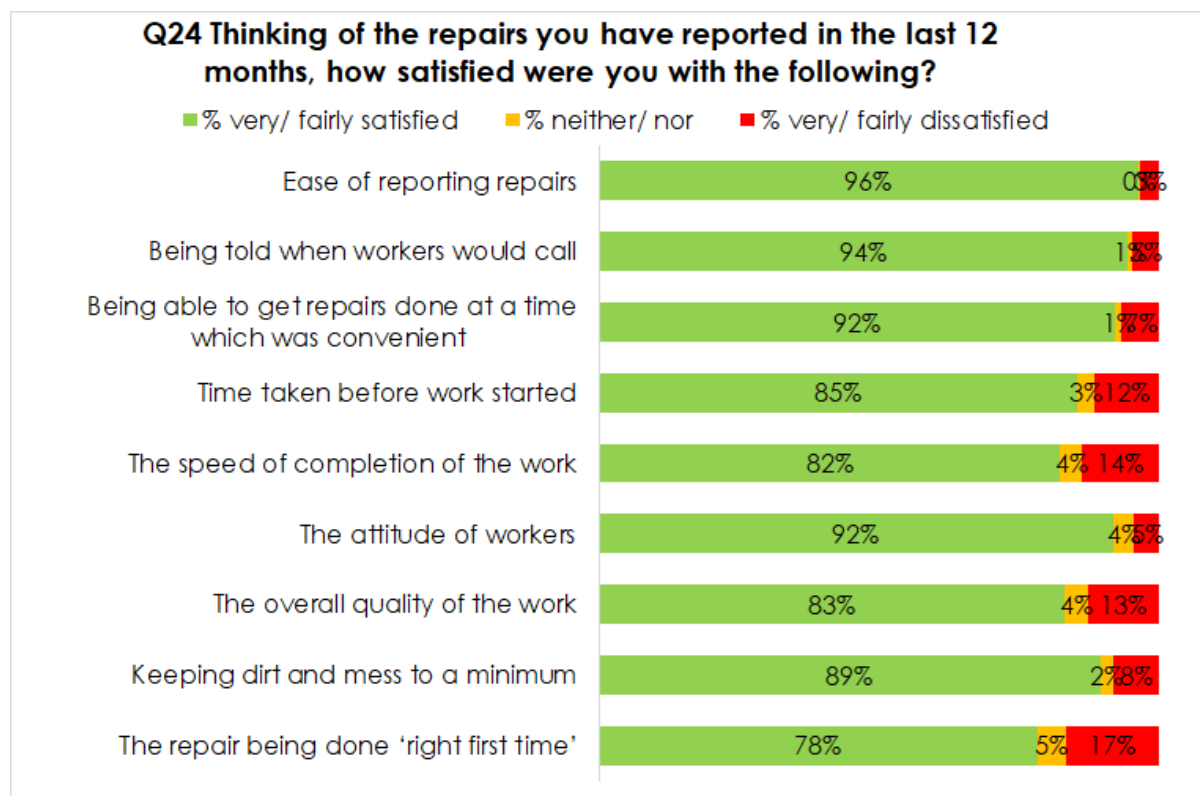
Q23 You said that you were not satisfied the last time you had repairs carried out. What could Melville have done to improve your experience?		
Base: Not satisfied with repairs service, n=50	No.	%
Ongoing repairs/ repairs not finished/ not returned	21	42.0%
Dissatisfaction with repairs timescales	17	34.0%
Poor quality repairs/ better tradespersons needed	10	20.0%
Tradesmen left a mess	4	8.0%
Improvements to communication	3	6.0%
Other	2	4.0%

Following on from this, respondents were asked how satisfied or dissatisfied they were with various aspects of the repairs service they received. Satisfaction was highest regarding:

- Ease of reporting repairs (96%)
- Being told when workers would call (94%)
- Being able to get repairs done at a time which was convenient (92%)
- The attitude of workers (92%)

On the other hand, dissatisfaction was highest in terms of:

- The repairs being done right first time (17%).
- The speed of completion of the work (14%)
- The overall quality of the work (13%)



The results to this question do not vary significantly compared to 2019 with the exception of the time taken before work started where overall satisfaction has increased from 79% in 2022 to 85% in 2025, and the repair being done 'right first time' where satisfaction has fallen from 84% in 2022 to 78% in 2025.

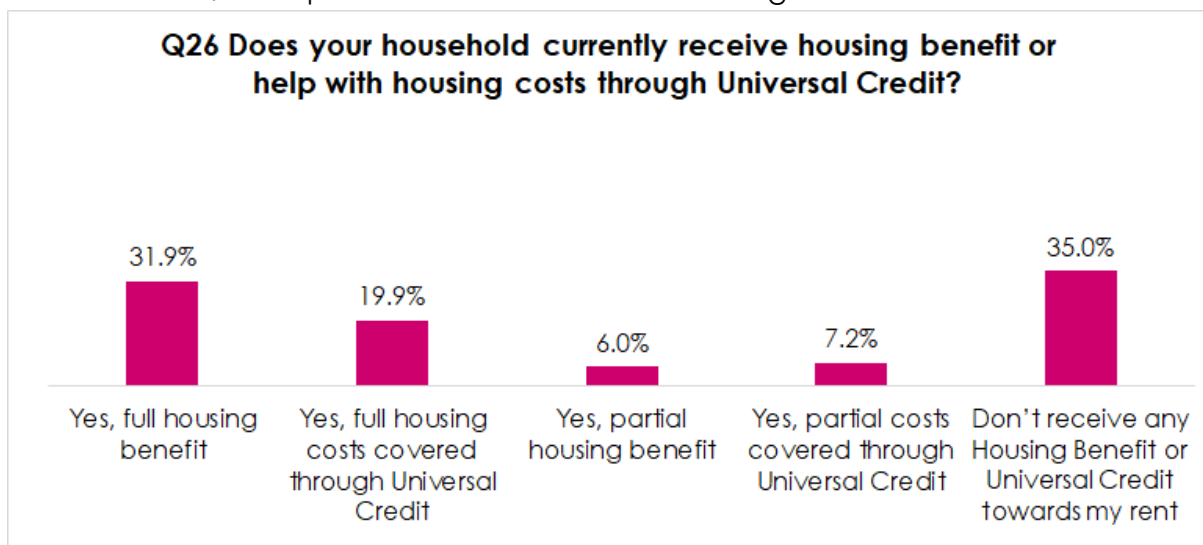
Q24 Thinking of the repairs you have reported in the last 12 months, how satisfied were you with the following?		
	2022	2025
<b>Base</b>	<b>136</b>	<b>266</b>
Ease of reporting repairs	95%	96%
Being told when workers would call	93%	94%
Being able to get repairs done at a time which was convenient	88%	92%
Time taken before work started	79%	85%
The speed of completion of the work	85%	82%
The attitude of workers	93%	92%
The overall quality of the work	83%	83%
Keeping dirt and mess to a minimum	92%	89%
The repair being done 'right first time'	84%	78%

Over 3 in 4 tenants (76%) said they had an appointment for their repair which was kept. This is less than was reported in the 2022 survey (84%).

## 8. RENT, WELFARE BENEFITS AND SUPPORT SERVICES

### 8.1 Help with housing costs (Q26)

Respondents were asked whether their household currently receives housing benefit or help with housing costs through Universal Credit. Just over a third of tenants (35%) said they did not receive any Housing Benefit or Universal Credit towards their rent. On the other hand, 32% received full housing benefit. 20% said their full housing costs were covered through Universal Credit, 6% said they received partial housing benefits and 7% said partial costs were covered through Universal Credit.

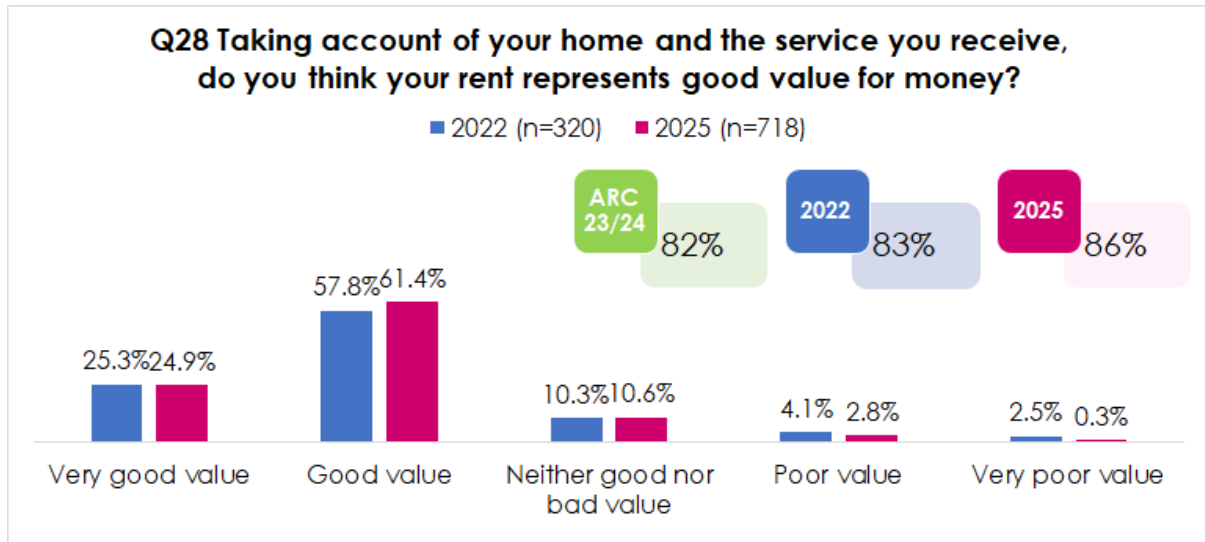


### 8.2 Information on how rent is spent (Q27)

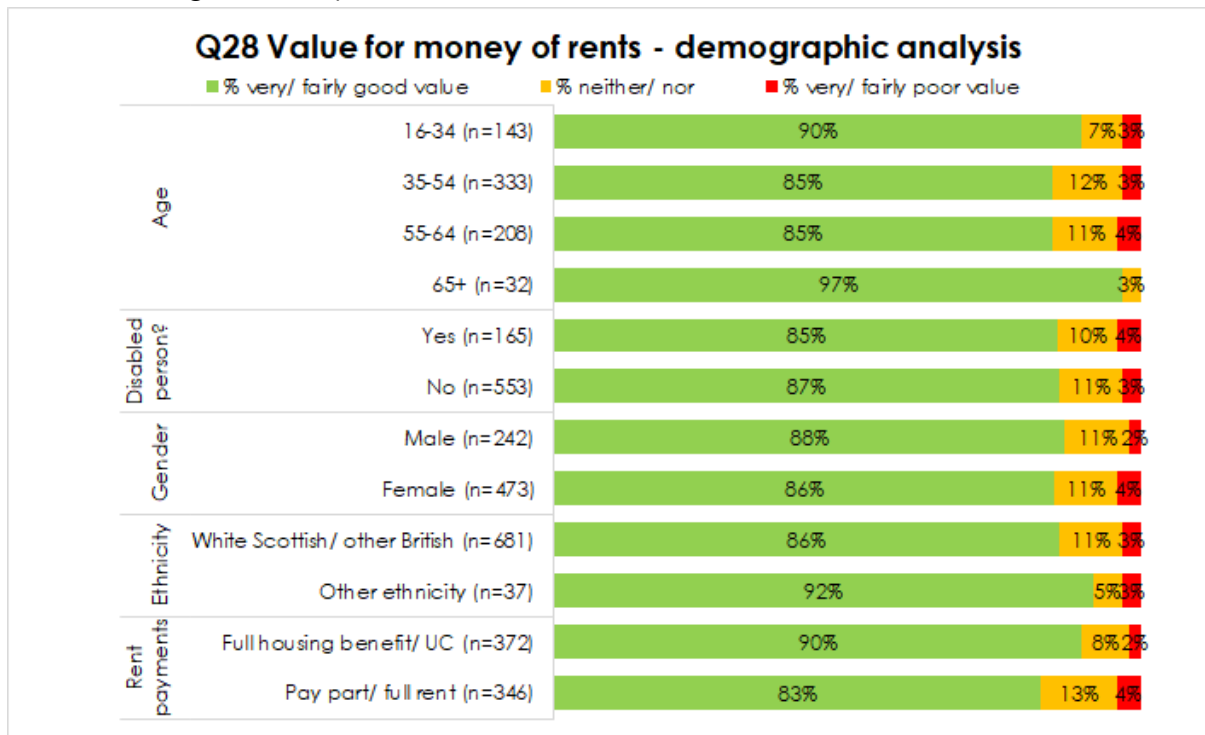
Over 9 in 10 respondents (99%) felt they had enough information on how their rent is spent. Respondents who did not think they had enough information were asked what further information they would find useful. Five respondents answered don't know to this question and the remaining three would like more information on rent increases and service charges and how money is spent.

### 8.3 Value for money of rent charge (Q28/29)

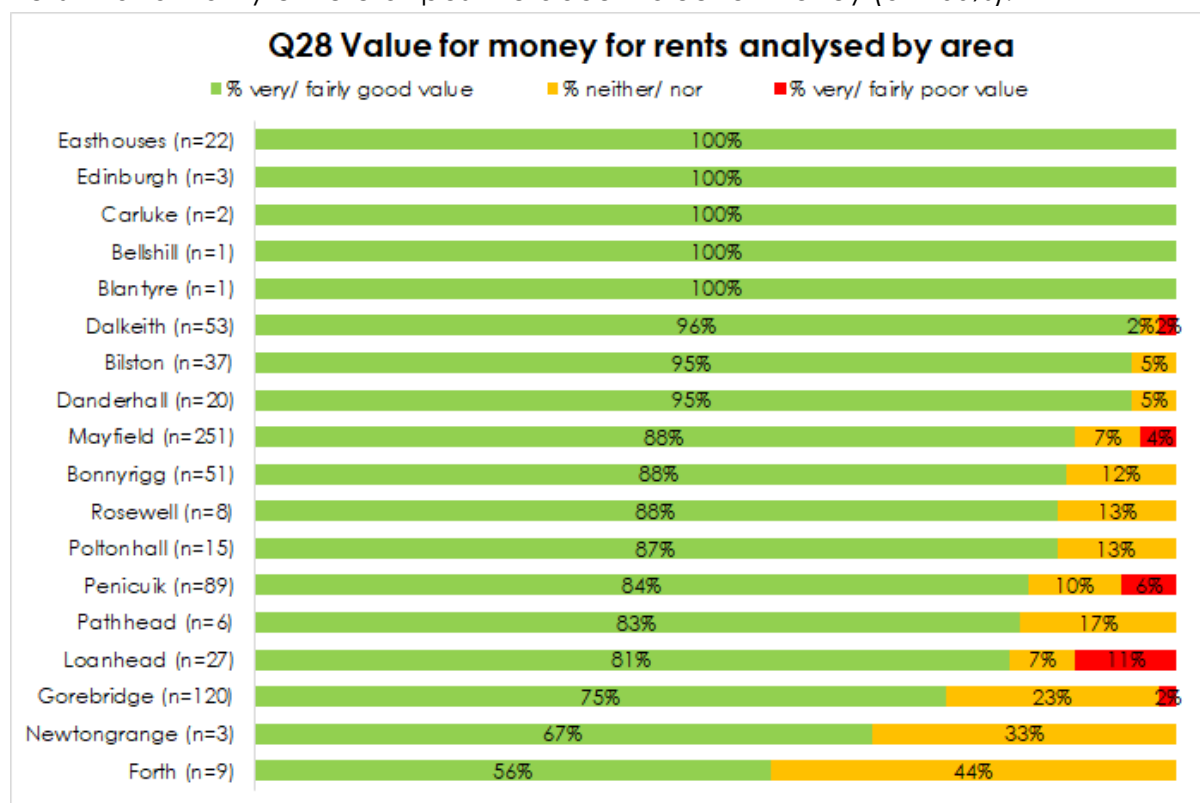
Over 8 in 10 tenants (86%) said the rent for their home represented very or fairly good value for money compared to 11% who said it was neither good nor poor value and 3% who said it was very or fairly poor value for money. Value for money has increased marginally from 83% in 2022 and is higher than the Scottish average reported as 82% in the 2023/24 ARC.



Analysis by demographic reveals that those who receive full housing benefit or have their full rent covered by Universal Credit were more likely to say their rent was good value for money (90%) than those who pay part or full rent (83%). Analysis by other factors does not show any significant differences therefore care should be taken when reading the analysis in this chart.



Analysis by area shows that Forth respondents were least likely to say their rent is good value for money (56%) whereas those living in Easthouses, Edinburgh, Carluke, Bellshill and Blantyre were all positive about value for money (all 100%).



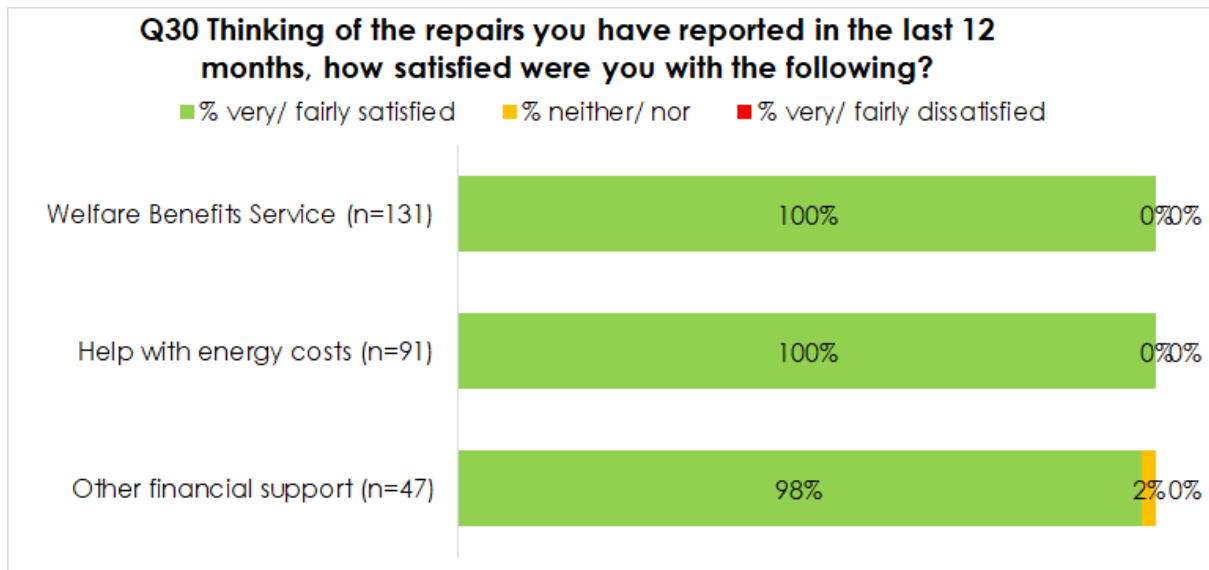
All respondents were asked to explain why they consider their rent to be good or poor value for money. The top response was regarding homes being perceived as good quality (21%), 13% said they receive help in paying their rent and 13% said rents were affordable compared to other landlords.

<b>Q29 Can you explain why you say that?</b>		
<b>Base: All respondents, n=718</b>	<b>No.</b>	<b>%</b>
Good quality homes	150	20.9%
Get help/ paid for me	96	13.4%
Affordable compared to other HA/ private let	90	12.5%
Good area/ neighbours	78	10.9%
It is fair/ reasonable	75	10.4%
Rent too expensive/ keeps increasing	73	10.2%
Provide good services	61	8.5%
It is good value	54	7.5%
Good value for size of home	44	6.1%
Poor quality of housing/ upgrades required	39	5.4%
No issues/ problems	28	3.9%
Poor services received	23	3.2%
It is fine/ ok	17	2.4%
Other	10	1.4%
Don't know	15	2.1%

## 8.4 Support services (Q30)

Fewer tenants had used support services offered by Melville in the last 12 months and where they had used the service they were generally satisfied with the service received:

- 131 (18%) had used the welfare benefits service, and all were satisfied with the service received.
- 91 (13%) had help with energy costs, and all were satisfied with the service received.
- 47 tenants (7%) had used the money advice service, and 98% were satisfied with the service received and 2% were neither satisfied nor dissatisfied.

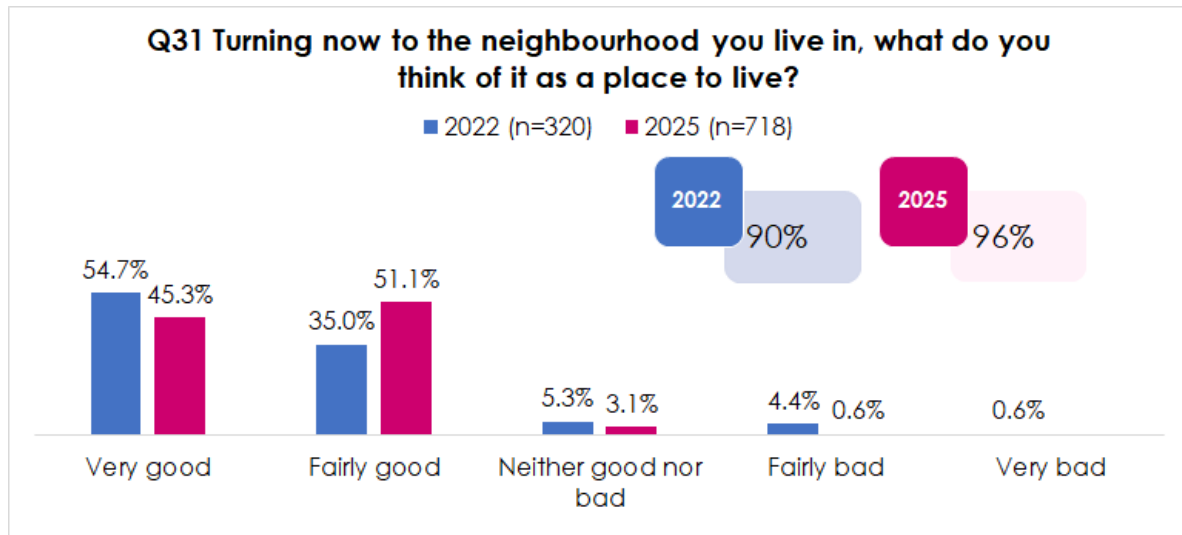




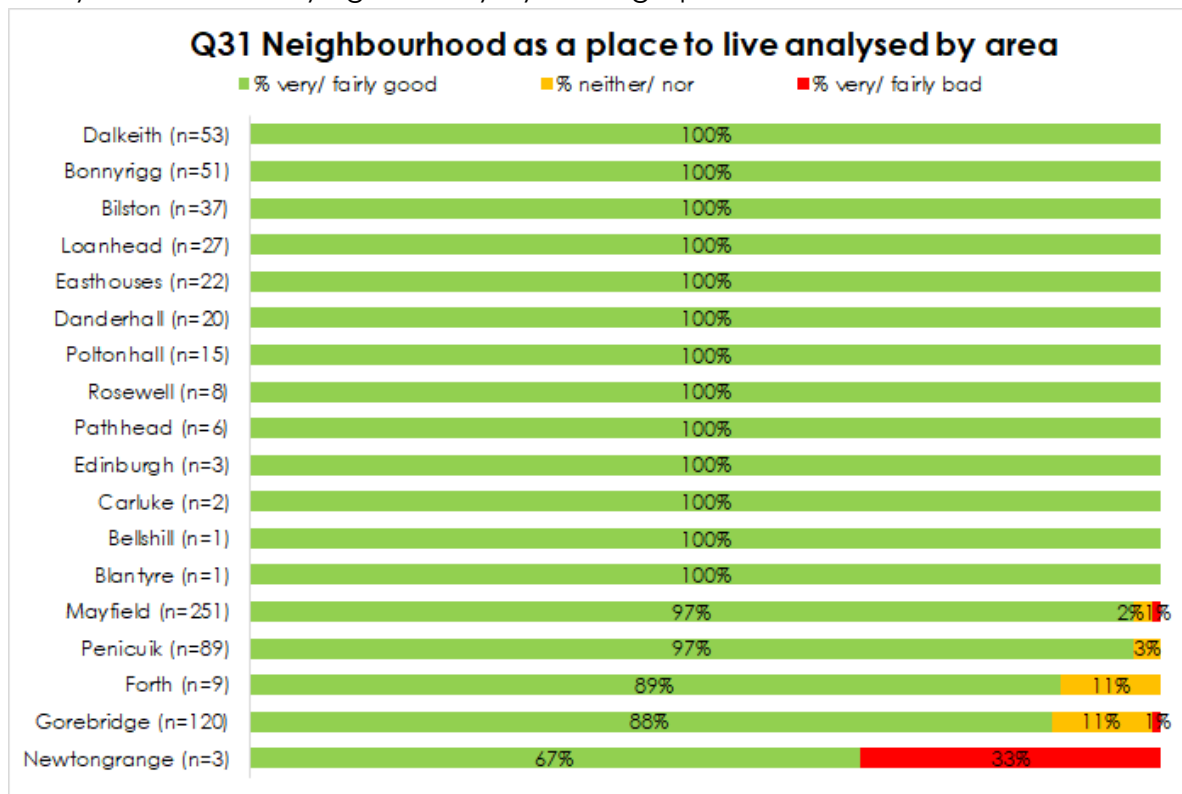
## 9. NEIGHBOURHOOD

### 9.1 Satisfaction with the neighbourhood as a place to live (Q31/32)

More than nine in ten respondents (96%) said their neighbourhood was a very or fairly good place to live compared to 3% who said it was neither good nor bad and 1% who said it was very or fairly bad. The proportion of respondents rating the neighbourhood as good has increased from 90% in 2022.



Analysis by area is shown below and shows that excluding Newtongrange where only 3 tenants were interviewed, satisfaction was lowest in Gorebridge (88%). Analysis does not vary significantly by demographic.

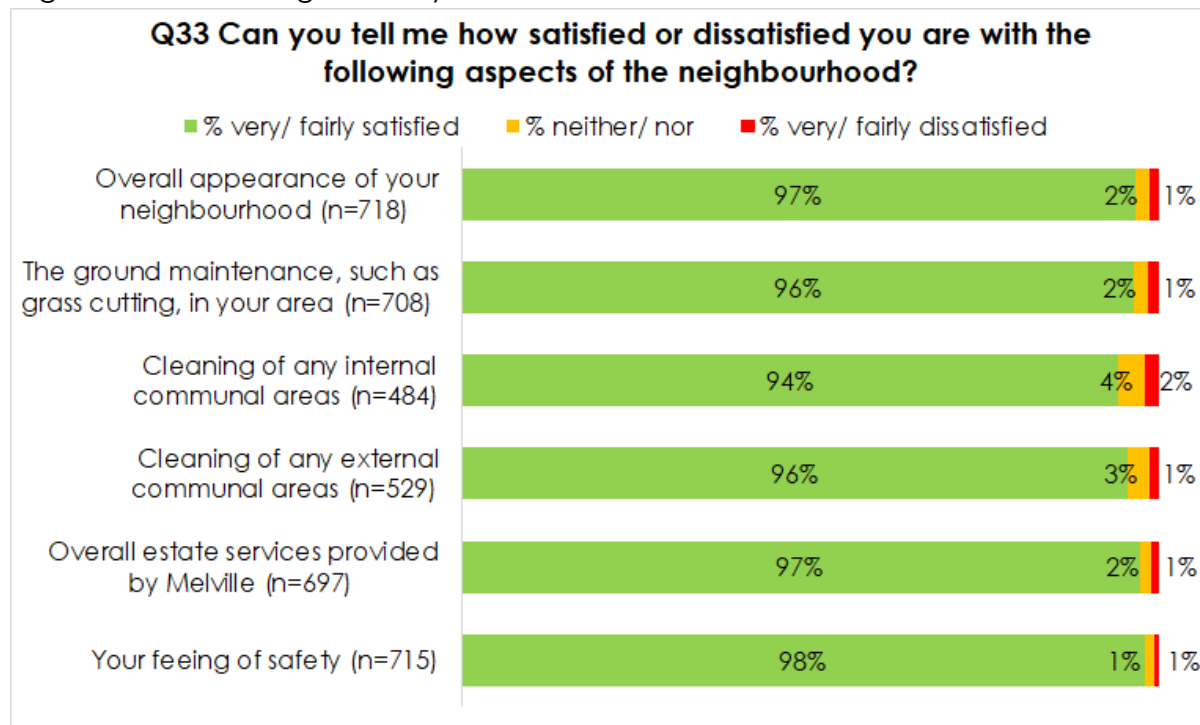


Those who were not satisfied with the neighbourhood as a place to live were most likely to feel this way due to problems with antisocial behaviour or neighbours (31%).

<b>Q32 Can you explain why you do not think your neighbourhood is a good place to live?</b>		
<b>Base: Not satisfied with neighbourhood, n=26</b>	<b>No.</b>	<b>%</b>
Problems with anti-social behaviour/ neighbours	8	30.8%
Area is rundown/ a mess/ needs to be better maintained	7	26.9%
Car parking needed	4	15.4%
Problems with dogs e.g. fouling/ barking	3	11.5%
Problems with litter/ rubbish	2	7.7%
Road maintenance e.g. Measures to prevent speeding, potholes	2	7.7%
Other	1	3.8%

## 9.2 Satisfaction with neighbourhood aspects (Q33)

Following on from this, respondents were asked how satisfied or dissatisfied they were with various aspects of the neighbourhood. Satisfaction was high in all regards and ranged from 94% in terms of cleaning of any internal communal areas to 98% with regards to the feeling of safety.

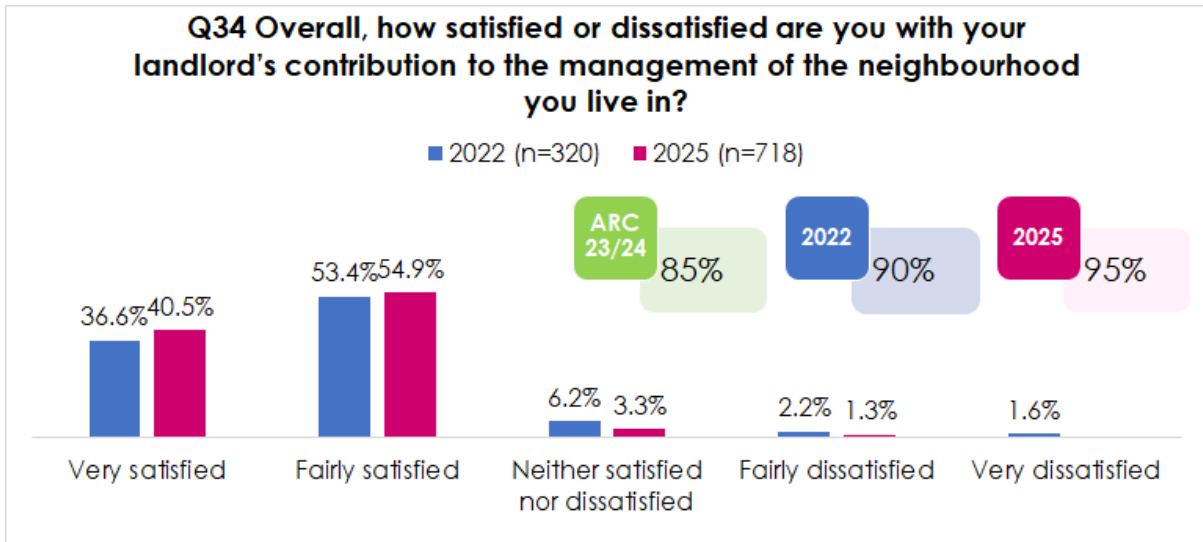


Satisfaction has increased in all respects since 2022, with the largest increase being seen regarding the cleaning of any external communal areas where satisfaction increased from 89% in 2022 to 96% in 2025.

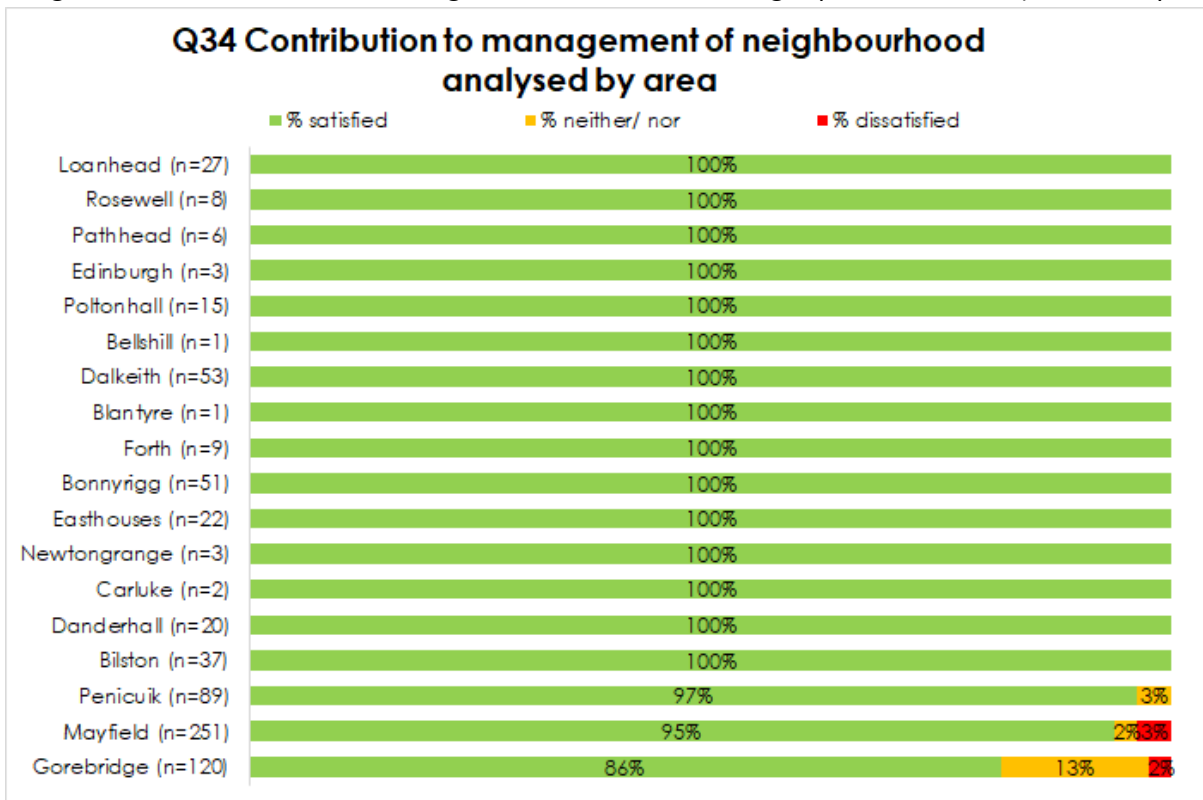
Q33 Can you tell me how satisfied or dissatisfied you are with the following aspects of the neighbourhood?		
	2022	2025
<b>Base</b>	<b>178-320</b>	<b>484-718</b>
Overall appearance of your neighbourhood	92%	97%
The ground maintenance, such as grass cutting, in your area	90%	96%
Cleaning of any internal communal areas	90%	94%
Cleaning of any external communal areas	89%	96%
Overall estate services provided by Melville	93%	97%
Your feeling of safety	92%	98%

### 9.3 Contribution to management of the neighbourhood (Q34/35)

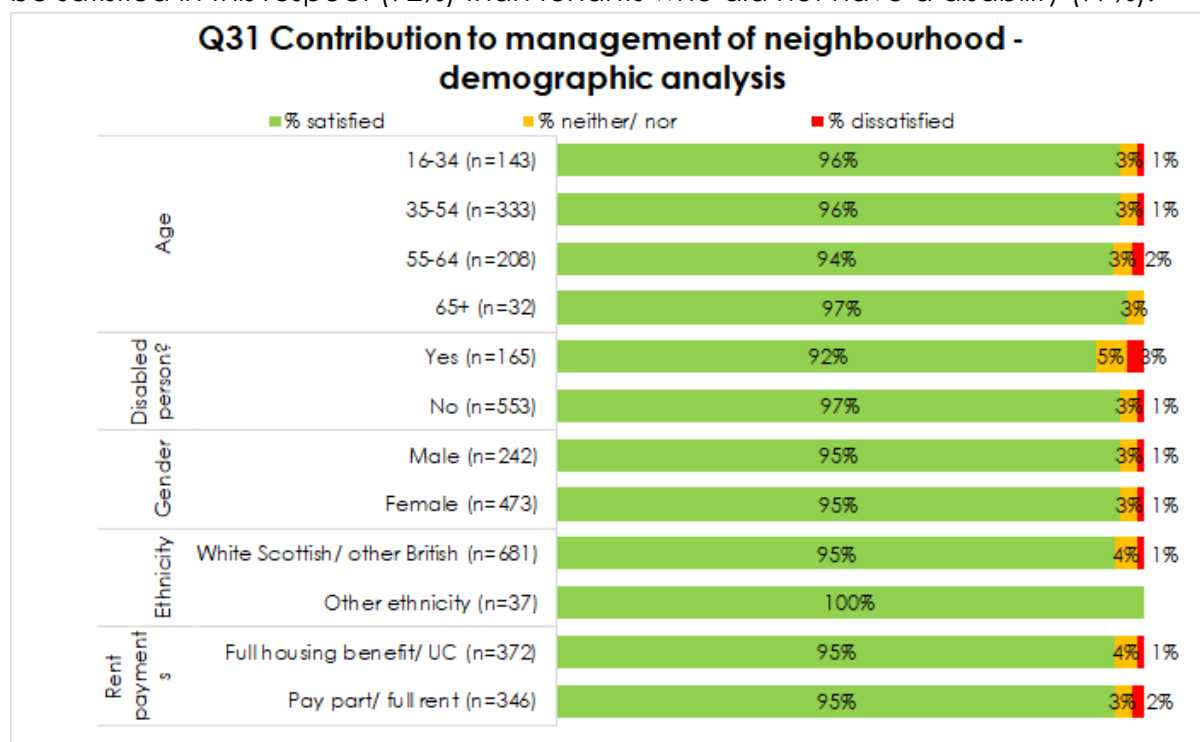
Over nine in ten tenants (95%) were either very or fairly satisfied with the Association's contribution to the management of the neighbourhood they live in compared to 3% who were neither satisfied nor dissatisfied and 1% who were fairly dissatisfied. Satisfaction is higher than in 2022 where 90% were satisfied and higher than the Scottish average for 2023/24 where 85% were satisfied.



Satisfaction with the Association's contribution to the management of the neighbourhood is lowest amongst tenants in Gorebridge (86% of 120 respondents).



Analysis by demographic indicates that those who had a disability were less likely to be satisfied in this respect (92%) than tenants who did not have a disability (97%).



Those who were not satisfied with the Association's contribution to the management of the neighbourhood they live in were asked what the Association could do to improve their satisfaction. More than four in ten tenants (45%) said they do not see the Association much or that their landlord doesn't do much and 21% spoke about outstanding maintenance issues in the area such as communal repairs and ground maintenance.

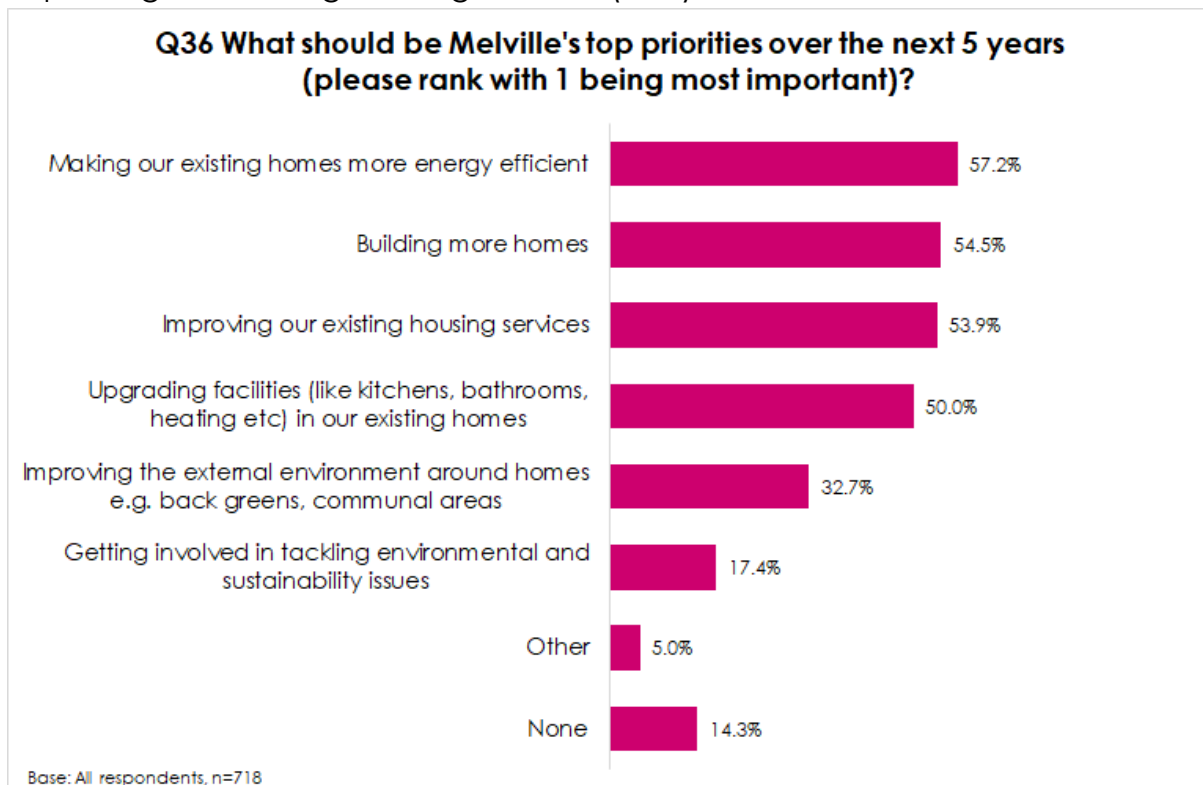
**Q35 You said you are not satisfied with the Melville's contribution to the management of the neighbourhood you live in. Can you please explain what Melville could do to improve your satisfaction?**

Base: Not satisfied with contribution to neighbourhood management, n=33	No.	%
Don't see them much/ landlord doesn't do much	15	45%
Outstanding maintenance issues in the area e.g. communal repairs, ground maintenance etc	7	21%
Problems with dogs/ cats	6	18%
Problems with anti-social behaviour/ security issues	4	12%
Other	2	6%

## 10. MELVILLE'S SERVICE

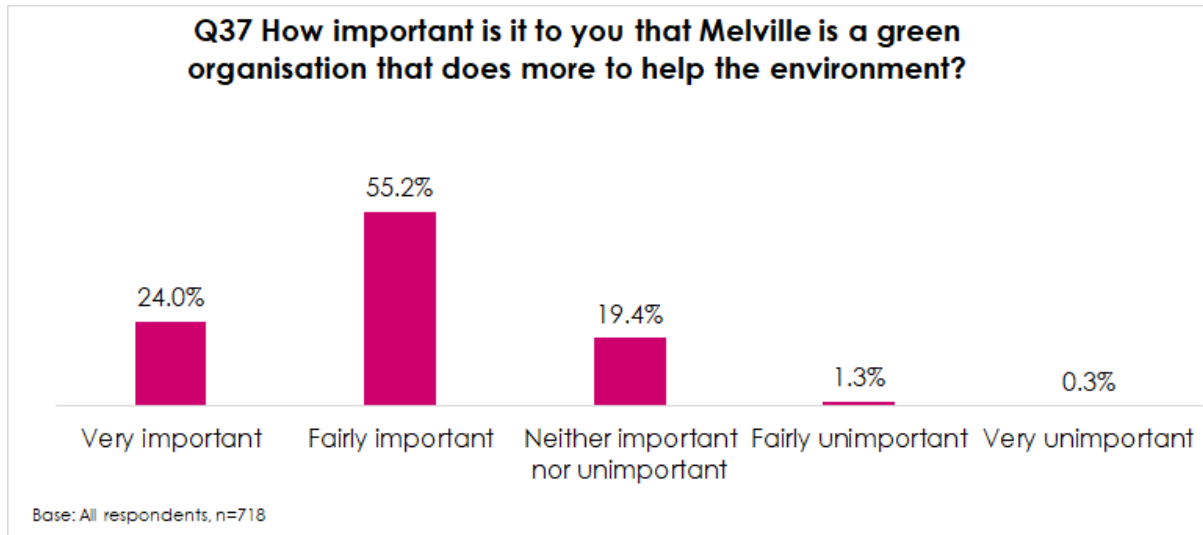
### 10.1 Housing service priorities (Q36)

Tenants were asked to select their top five priorities for the Association over the next 5 years. Making homes more energy efficient was most important for tenants (57%), and this was followed by building more homes (55%) and improving our existing housing services (54%).



## 10.2 Being a green organisation (Q37)

Respondents were asked how important it was to them that Melville is a green organisation that does more to help the environment. Just under 8 in 10 tenants (79%) said it was very or fairly important, 19% said it was neither important nor unimportant and 2% felt it was very or fairly unimportant.



## 10.3 What is Melville best at? (Q38)

Respondents were asked what they believed Melville was best at. The open ended responses have been coded into common themes as shown in the table below. Good customer service (29%), followed by repairs and maintenance (20%) and good communication (14%) were the top responses.

<b>Q38 What do you think Melville is best at?</b>		
<b>Base: All respondents, n=718</b>	<b>No.</b>	<b>%</b>
Good customer service/ staff helpful/ friendly	211	29.4%
Repairs/ maintenance	142	19.8%
Communication/ kept informed	99	13.8%
Don't know/ not had much contact	97	13.5%
Everything/ happy/ no complaints	76	10.6%
Good services	43	6.0%
Good housing/ keep homes to a good standard/ upgrades to homes	29	4.0%
Building new homes	17	2.4%
Care about tenants/ listen to tenants	16	2.2%
Fair rents	13	1.8%
Other	4	0.6%
None	15	2.1%

## 10.4 How could Melville improve? (Q39)

Following on from this, respondents were asked for their suggestions on how Melville could improve. Just over a third of respondents (35%) had no suggestions for improvement and 33% were unsure. One in five respondents (20%) suggested improvements to the repairs and maintenance service.

<b>Q39 And if you could make one suggestion to Melville on how it could improve, what would it be?</b>		
<b>Base: All respondents, n=718</b>	<b>No.</b>	<b>%</b>
Repairs/ maintenance/ upgrades	144	20.1%
Clean up the area/ better estate maintenance	18	2.5%
Customer service/ staff more helpful	16	2.2%
Keep rents low	15	2.1%
Gardening service/ tenants to keep their gardens tidy	11	1.5%
Deal with ASB/ ASN	8	1.1%
Communication/ kept informed	7	1.0%
Housing allocation policy/ waiting lists	6	0.8%
Better/ more housing	4	0.6%
More parking	3	0.4%
Facilities needed for young people	2	0.3%
Other	5	0.7%
Don't know	240	33.4%
Nothing/ no issues	252	35.1%

## 10.5 Suggestions for 30<sup>th</sup> Anniversary (Q40)

Finally, tenants were asked for their suggestions for ways in which the Association could celebrate their 30<sup>th</sup> anniversary this year. Suggestions included:

- Free rent period/ cash incentives/ vouchers
- Help with energy costs
- Street party/ fun day
- Afternoon tea
- Coffee morning



## 11. TENANT PROFILE

### 11.1 Age (Q41)

In terms of the age profile of respondents, one in five respondents (20%) were aged 16-34, 46% were aged 35-54, 29% were aged 55-74 and 5% were aged 75 and over.

Q41 Which age band best describes you?		
Base: All respondents, n=718	No.	%
16-24	8	1.1%
25-34	135	18.8%
35-44	210	29.2%
45-54	123	17.1%
55-64	124	17.3%
64-74	84	11.7%
75-84	30	4.2%
85+	2	0.3%
Prefer not to say	2	0.3%

### 11.2 Disability (Q42/43)

Just under 1 in 4 respondents (23%) said they were a disabled. Of those who were disabled, 50% said they had a physical impairment and 20% had mental health issues. A further 15% said they had other health conditions, and this tended to be where they had long term conditions such as cancer, asthma, COPD etc.

Q42 Are you a disabled person?		
Base: All respondents, n=718	No.	%
Yes	165	23.0%
No	553	77.0%

Q43 How would you describe the nature of your disability from the following list?		
Base: Have a disability, n=165	No.	%
Physical impairments (e.g. wheelchair user, cerebral palsy)	83	50.3%
Mental health issues	33	20.0%
Other	25	15.2%
Autoimmune (e.g. multiple sclerosis, HIV, Crohn's/ ulcerative colitis)	14	8.5%
Hearing impairment	5	3.0%
Neuro-divergent condition e.g. autistic spectrum, dyslexia, dyspraxia	3	1.8%
Visual impairment	2	1.2%
Learning difficulties (e.g. Down's Syndrome)	-	-
Prefer not to say	26	15.8%

### 11.3 Ethnicity (Q44)

Over 9 in 10 tenants (94%) identified as White Scottish.

Q44 What is your ethnic group?		
Base: All respondents, n=718	No.	%
White Scottish	673	93.7%
White English	8	1.1%
Polish	24	3.3%
Indian, Scottish Indian or British Indian	1	0.1%
Pakistani, Pakistani Scottish or Pakistani British	5	0.7%
African, Scottish African or British African	2	0.3%
Black, Black Scottish or Black British	1	0.1%
Other, please write in	4	0.6%

### 11.4 Religion (Q45)

In terms of religion, the vast majority (54%) said they had no specific religion or belief, 22% were protestant and 16% were catholic.

Q45 What best describes your belief or religion?		
Base: All respondents, n=718	No.	%
Protestant	160	22.3%
Catholic	118	16.4%
Other Christian	18	2.5%
Islam	2	0.3%
Hinduism	1	0.1%
Sikhism	1	0.1%
Other religion	6	0.8%
No specific religion or belief	390	54.3%
Prefer not to say	22	3.1%

### 11.5 Sex and sexual orientation (Q46-48)

More females were interviewed (66%) than males (34%).

Q46 What is your sex?		
Base: All respondents, n=718	No.	%
Male	242	33.7%
Female	473	65.9%
Intersex	3	0.4%

Only four respondents considered themselves to be transexual.

<b>Q47 Do you consider yourself to be a trans person?</b>		
<b>Base: All respondents, n=718</b>	<b>No.</b>	<b>%</b>
Yes	4	0.6%
No	709	98.7%
Prefer not to say	5	0.7%

In terms of sexual orientation, the majority (99%) were heterosexual.

<b>Q48 What is your sexual orientation?</b>		
<b>Base: All respondents, n=718</b>	<b>No.</b>	<b>%</b>
Heterosexual / Straight	709	98.7%
Gay man	2	0.3%
Bi/ bisexual	1	0.1%
Prefer not to say	6	0.8%

## APPENDIX 1: SURVEY QUESTIONNAIRE

### OVERALL SATISFACTION

1. [SSHHC] Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Melville Housing Association?

Very satisfied	1	Go to Q2
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion	6	

2. Can you please explain why you satisfied/ dissatisfied with the overall service provided by Melville? [PROBE FULLY]

	Go to Q3
--	----------

### INFORMATION AND COMMUNICATION

3. Melville uses a range of different methods to keep you informed about general issues such as their services, decisions or events. How would you prefer Melville to keep you informed? MULTI

Voice – Melville's regular tenant newsletter	1	Go to Q4
Letters sent to your home	2	
Email	3	
Melville's website	4	
Text message	5	
Melville's Facebook page	6	
Other (please specify)	7	
Don't know	6	

4. Melville has recently moved to providing its Voice tenant newsletter electronically rather than in paper form in order to save money and be more sustainable. If you're not able to access it digitally, Melville can still provide this through the post. Do you need to receive a paper copy of Voice? If you say yes I will let Melville know so that you can receive this in the future. All your other responses will be completely anonymous.

Yes (please confirm tenant name)	1	Go to Q5
No	2	

5. Does your household have access to the Internet through any of the following?  
[INTERVIEWER READ OUT LIST TO THE END AND SELECT ALL THAT APPLY]

Broadband internet access at home	1	Go to Q6
Internet access through smartphone or other mobile device	2	
Internet access through some other method (please describe)	3	
No internet access	4	Go to Q7

6. Are you aware that through Melville's tenant portal on their website you can....?

	Yes	No	
...Check your rent balance and recent payments	1	2	Go to Q7
...Report a repair	1	2	
...Check the planned maintenance schedule for your home	1	2	
...Find out who your housing officer is	1	2	
...Make a comment or complaint	1	2	

7. [SSHC] How good or poor do you feel Melville is at keeping you informed about their services and decisions?

Very good	1	Go to Q9
Fairly good	2	
Neither good nor poor	3	Go to Q8
Fairly poor	4	
Very poor	5	

8. You said that you do not think Melville are good at keeping you informed about their services and decisions. Can you explain what Melville need to do to improve how they keep you informed?

	Go to Q9
--	----------

## PARTICIPATION

9. Melville provide a range of ways for tenants to get involved in their decision making processes. If you were to get involved, how would you prefer to do this? MULTI

By Email	1	Go to Q10
Via Facebook	2	
By taking part in surveys	3	
Local meetings about issues in the area	4	
By taking part in focus groups	5	
By completing an online survey/ consultation	6	
By becoming a tenant representative	7	
Other (please specify)	8	
Do not wish to get involved	9	

10. Would you, or anyone in your household, be interested in becoming a) a **Board member** – board members are elected individuals who help manage the way Melville is run or b) a tenant representative?

	<b>Board member</b>	<b>Tenant representative</b>	
Yes	1	1	Go to Q11
No	2	2	Go to Q12
Already a Board member/ Tenant representative	3	3	

11. If yes, can we pass on your contact details to Melville so that they can provide you with more information about becoming a Board Member or a tenant representative? All your other responses to the questionnaire will remain anonymous.

Yes (record tenant name)	1	Go to Q12
No	2	

12. **[SSHC]** How satisfied or dissatisfied are you with the opportunities given to you to participate in Melville's decision making processes?

Very satisfied	1	Go to Q14
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q13
Fairly dissatisfied	4	
Very dissatisfied	5	

13. You said that you were not satisfied with the opportunities given to you to participate in Melville's decision making processes. Can you explain what Melville need to do to improve how they involve tenants in their decision making processes?

	Go to Q14
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## CUSTOMER CONTACT

14. If you need to get in touch with the Association, how do you prefer to do this? SELECT ALL THAT APPLY

By telephone	1	Go to Q15
Email	2	
Via website	3	
Text message	4	
Video calls e.g. Zoom	5	
Letter	6	
Visit to office	7	
Visit to your home	8	
Other contact with staff (please specify)	9	


15. Have you contacted Melville within the last 12 months?

Yes	1	Go to Q16
No	2	Go to Q19

16. What was the reason for your last contact with Melville?

To report a repair	1	Go to Q17
To make a payment	2	
To complain about a neighbour or anti social behaviour issue	3	
To complain about an Association service	4	
To discuss planned improvements to my house	5	
To discuss a transfer or exchange	6	
To discuss my rent	7	
Other (please specify)	8	

17. Thinking of the contact you have with Melville, how satisfied are you with the following?

	VS	FS	NN	FD	VD	DK	
Ease of getting in touch	1	2	3	4	5	6	Go to 
The availability of staff/ office hours	1	2	3	4	5	6	
The helpfulness of Melville staff involved	1	2	3	4	5	6	
Staff listen to you	1	2	3	4	5	6	
Being treated fairly and with respect	1	2	3	4	5	6	
Melville do their best to put things right	1	2	3	4	5	6	
Timescales for responding	1	2	3	4	5	6	
Overall satisfaction with customer care	1	2	3	4	5	6	

18. [IF NOT SATISFIED WITH ANY OF THE ABOVE] Can you explain how Melville could improve the customer care provided?

#### QUALITY OF YOUR HOME AND REPAIRS

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

Very satisfied	1	Go to Q21
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q20
Fairly dissatisfied	4	
Very dissatisfied	5	

20. You said you are not satisfied with the quality of your home. Can you please explain what Melville could do to improve your satisfaction?

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

Yes	1	Go to Q22
No	2	Go to Q26

22. [SSHC] Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by R3?

Very satisfied	1	Go to Q24
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q23
Fairly dissatisfied	4	
Very dissatisfied	5	

23. You said that you were not satisfied the last time you had repairs carried out. What could Melville have done to improve your experience?

	Go to Q24
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24. Thinking of the repairs you have reported in the last 12 months, how satisfied were you with the following?

	VS	FS	NN	FD	VD	
Ease of reporting repairs	1	2	3	4	5	Go to Q25
Being told when workers would call	1	2	3	4	5	
Being able to get repairs done at a time which was convenient	1	2	3	4	5	
Time taken before work started	1	2	3	4	5	
The speed of completion of the work	1	2	3	4	5	
The attitude of workers	1	2	3	4	5	
The overall quality of the work	1	2	3	4	5	
Keeping dirt and mess to a minimum	1	2	3	4	5	
The repair being done 'right first time'	1	2	3	4	5	

25. Thinking of the last repair you reported, was the appointment kept?

Yes	1	Go to Q26
No	2	
Don't know	3	

## RENT, WELFARE BENEFITS AND SUPPORT SERVICES

26. Does your household currently receive housing benefit or help with housing costs through Universal Credit?

Yes, full housing benefit	1	Go to Q27
Yes, full housing costs covered through Universal Credit	2	
Yes, partial housing benefit	3	
Yes, partial costs covered through Universal Credit	4	
Don't receive any Housing Benefit or Universal Credit towards my rent	5	



27. Do you feel that you have enough information on how Melville spends the rent money it receives?

Yes	1	Go to Q28
No (what further information would you find useful?)	2	

28. [SSHC] Taking account of your home and the service you receive, do you think your rent represents good value for money?

Very good value	1	Go to Q29
Good value	2	
Neither good nor bad value	3	
Poor value	4	
Very poor value	5	

29. Can you explain why you say that?

30. Have you had support or received help from any of Melville's tenancy support services or funds? [INTERVIEWER: READ OUT EACH FORM OF SUPPORT AND CODE 6 IF NOT RECEIVED SUPPORT. IF HAVE RECEIVED ASK]: If yes, how satisfied were you with the help you received?

	VS	FS	NN	FD	VD	NA – not received support/help	
Welfare benefits service	1	2	3	4	5	6	Go to Q30B IF NOT SATISFIED, OTHERWISE Q31
Help with energy costs	1	2	3	4	5	6	
Other financial support	1	2	3	4	5	6	

30B. Can you explain why you were not satisfied with the support received? [ASK IF Q30=3,4,5]

Welfare benefits service		Go to Q31
Help with energy costs		
Other financial support		

## NEIGHBOURHOOD

31. Turning now to the neighbourhood you live in, what do you think of it as a place to live?

Very good	1	Go to Q33
Fairly good	2	
Neither good nor bad	3	Go to Q32
Fairly bad	4	
Very bad	5	

32. Can you explain why you do not think your neighbourhood is a good place to live?

33. Can you tell me how satisfied or dissatisfied you are with the following aspects of the neighbourhood?

	VS	FS	NN	FD	VD	DK/ NA	
Overall appearance of your neighbourhood	1	2	3	4	5	6	Go to Q34
The ground maintenance, such as grass cutting, in your area	1	2	3	4	5	6	
Cleaning of any internal communal areas	1	2	3	4	5	6	
Cleaning of any external communal areas	1	2	3	4	5	6	
Overall estate services provided by Melville	1	2	3	4	5	6	
Your feeling of safety	1	2	3	4	5	6	

34. **[SSHCH]** Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? [INTERVIEWER NOTE: Neighbourhood is defined as the street in which the tenant lives and the immediate surrounding area.]

Very satisfied	1	Go to Q36
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q35
Fairly dissatisfied	4	
Very dissatisfied	5	

35. You said you are not satisfied with the Melville's contribution to the management of the neighbourhood you live in. Can you please explain what Melville could do to improve your satisfaction?

## MELVILLE'S SERVICES

36. What should be Melville's top priorities over the next 5 years (please rank with 1 being most important)? SELECT UP TO 5 PRIORITIES

	1 <sup>ST</sup>	2 <sup>ND</sup>	3 <sup>RD</sup>	4 <sup>TH</sup>	5 <sup>TH</sup>
Building more homes	1	1	1	1	1
Improving our existing housing services	2	2	2	2	2
Making our existing homes more energy efficient	3	3	3	3	3
Upgrading facilities (like kitchens, bathrooms, heating etc) in our existing homes	4	4	4	4	4
Improving the external environment around homes e.g. back greens, communal areas	5	5	5	5	5
Getting involved in tackling environmental and sustainability issues	6	6	6	6	6
Other (please specify)	7	7	7	7	7
None	8	8	8	8	8

37. How important is it to you that Melville is a green organisation that does more to help the environment?

Very important	1	Go to Q38
Fairly important	2	
Neither important nor unimportant	3	
Fairly unimportant	4	
Very unimportant	5	

38. What do you think Melville is best at?

39. And if you could make one suggestion to Melville on how it could improve, what would it be?

40. Finally, Melville is celebrating it's 30<sup>th</sup> anniversary this year. Do you have any suggestions for ways in which we might mark the occasion?

## TENANT PROFILING

The Scottish Government requires the Association to collect equality evidence to meet requirements of the Equality Act 2010. Answering these questions will make sure that the Association have an up to date picture of who is living in their properties and can provide support and communications in a way which meets tenants needs. This information is strictly confidential and will not be passed onto Melville with any reference to your address or name.

This is voluntary and if there are any questions you do not want to answer please just say and I will go on to the next one.

41. What is your age group?

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75-84	7
85+	8
Prefer not to say	9

42. Do you consider yourself to have a disability?

Yes	1	Go to Q43
No	2	Go to Q44

43. If yes, which of the following would you use to describe your disability? ALL THAT APPLY

Autoimmune: (for example, multiple sclerosis, HIV, Crohn's/ulcerative colitis)	1
Learning difficulties: (for example, Down's Syndrome)	2
Mental health issue: (for example, depression, bi-polar)	3
Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia)	4
Physical impairment: (for example, wheelchair-user, cerebral palsy)	5
Sensory impairment: (hearing impairment)	6
Sensory impairment: (visual impairment)	7
Other: If none of the categories above apply to you, please specify the nature of your impairment.	8
Prefer not to say	9

44. What is your ethnic group? Choose ONE section from A-F, then tick ONE box which best describes your ethnic group or background.

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
---	---

C Asian

Bangladeshi, Bangladeshi Scottish or Bangladeshi British:	10
Indian, Indian Scottish or Indian British:	11
Pakistani, Pakistani Scottish or Pakistani British:	12
Chinese, Chinese Scottish or Chinese British:	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

	20
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45. What best describes your belief or religion?

Buddhism	1
Catholic	2
Protestant	3
Other Christian	4
Hinduism	5
Islam	6
Judaism	7
Sikhism	8
Other religion	9
Other belief	10
No specific religion or belief	11
Prefer not to say	12

46. What is your sex?

Male	1
Female	2
Intersex	3
Prefer not to say	4

47. Do you consider yourself to be a trans person?

Yes	1
No	2
Prefer not to say	3

48. What is your sexual orientation?

Bisexual	1
Gay man	2
Heterosexual/straight	3
Lesbian/gay woman	4
Other	5
Prefer not to say	6

**Thank you very much for your time.**

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## APPENDIX 2: TECHNICAL REPORT SUMMARY



### TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

<b>Project name</b>	<b>P1459</b>
<b>Project number</b>	<b>Melville Housing Association</b>
<b>Objectives of the research</b>	The aim of the research was to seek tenants' views on the services that Melville Housing Association provide and how well it performs these services and to help identify areas where the service can be improved.
<b>Target population</b>	Tenants of the Association
<b>Description of sample frame/ source and validation methods if applicable</b>	No sample drawn. Quotas were set by geography.
<b>Sampling method (probability or non probability) and quotas used</b>	N/A quota based approach.
<b>Sample units drawn</b>	Database of 2099 names and addresses and telephone numbers.
<b>Target sample size</b>	711 (providing data accurate to +/-3% accuracy).
<b>Achieved sample size and reasons if target not achieved</b>	718
<b>Date of fieldwork</b>	14 <sup>th</sup> – 31 <sup>st</sup> January 2025
<b>Data collection method</b>	Majority of interviews completed on a face to face basis with a small number undertaken by telephone to ensure a representative sample.
<b>Response rate and definition and method of how calculated</b>	34% (718 interviews from database of 2099 contacts)
<b>Questionnaire length</b>	15 minutes
<b>Any incentives?</b>	No
<b>Number of interviewers</b>	N/A
<b>Interview/ self completion validation methods</b>	Telephone interviews – 5% of calls validated via remote listening Face to face interviews – 10% of interviews validated via respondent recontact.

<b>Showcards or any other materials used?</b>	None.
<b>Weighting procedures (if applicable)</b>	Not required
<b>Estimating and imputation procedures (if applicable)</b>	N/A
<b>Reliability of findings and methods of statistical analysis if applicable</b>	+/-3% for tenants based upon a 50% estimate at the 95% confidence level

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