

# Almond Housing Association

## 2011 Tenant Satisfaction Survey

### Quotaarea Quotaarea

<i>Craigshill</i> .....	436 (41.7%)
<i>Deans</i> .....	12 (1.1%)
<i>Elburn</i> .....	84 (8.0%)
<i>Howden</i> .....	206 (19.7%)
<i>Ladywell</i> .....	231 (22.1%)
<i>Ladywell West</i> .....	20 (1.9%)
<i>Bathgate</i> .....	11 (1.1%)
<i>Carmondean</i> .....	5 (0.5%)
<i>Whitburn</i> .....	35 (3.3%)
<i>Other</i> .....	6 (0.6%)

### Q1 Q1 How satisfied are you overall with Almond Housing Association?

<i>Very satisfied</i> .....	473 (43.2%)
<i>Satisfied</i> .....	496 (45.3%)
<i>Neither satisfied nor dissatisfied</i> .....	61 (5.6%)
<i>Fairly dissatisfied</i> .....	32 (2.9%)
<i>Very dissatisfied</i> .....	31 (2.8%)
<i>Don't know</i> .....	1 (0.1%)

### Q2 When did you last contact Almond Housing Association?

<i>Within the last week</i> .....	112 (10.2%)
<i>Within the last month</i> .....	330 (30.2%)
<i>Within the last 3 months</i> .....	281 (25.7%)
<i>More than 3 months ago</i> .....	154 (14.1%)
<i>Dont know / cant remember</i> .....	174 (15.9%)
<i>Never contacted</i> .....	43 (3.9%)

### Q3 How do you normally contact the Association?

<i>By visit</i> .....	187 (17.9%)
<i>By phone</i> .....	850 (81.4%)
<i>By letter</i> .....	2 (0.2%)
<i>By fax</i> .....	0 (0.0%)
<i>By email</i> .....	3 (0.3%)
<i>Through the website</i> .....	0 (0.0%)
<i>Other</i> .....	2 (0.2%)

**Q3 How do you prefer to contact the Association?**

<i>By visit</i> .....	166 (16.8%)
<i>By phone</i> .....	805 (81.2%)
<i>By letter</i> .....	4 (0.4%)
<i>By fax</i> .....	0 (0.0%)
<i>By email</i> .....	9 (0.9%)
<i>Through the website</i> .....	5 (0.5%)
<i>Other</i> .....	2 (0.2%)

**Q4 Do you have any of the following?**

	Yes	No
Home internet access	511 (48.9%)	534 (51.1%)
A mobile phone	804 (74.2%)	280 (25.8%)
An email address	507 (48.7%)	535 (51.3%)

**Q5 If you have an e mail address and/or a mobile phone, would you like almond to contact you by...?**

<i>Yes</i> .....	188 (24.2%)
<i>No</i> .....	589 (75.8%)

**Q5 If you have an e mail address and/or a mobile phone, would you like almond to contact you by...?**

<i>Yes</i> .....	82 (16.9%)
<i>No</i> .....	404 (83.1%)

**Q6 Thinking about the last time you contacted Almond, how satisfied were you with the following?**

**Firstly thinking about the access ability of the Association**

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither nor</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>
Ease of making an appointment with staff	260 (24.0%)	522 (48.1%)	32 (2.9%)	7 (0.6%)	2 (0.2%)	262 (24.1%)
Time spent waiting in the office	175 (16.8%)	477 (45.9%)	32 (3.1%)	7 (0.7%)	1 (0.1%)	348 (33.5%)
Time spent waiting on phone to be answered	405 (38.0%)	536 (50.3%)	27 (2.5%)	6 (0.6%)	2 (0.2%)	89 (8.4%)
Time spent waiting before speaking to somebody that could help you	396 (37.3%)	541 (50.9%)	32 (3.0%)	13 (1.2%)	6 (0.6%)	75 (7.1%)
Office opening hours	402 (37.9%)	529 (49.8%)	33 (3.1%)	10 (0.9%)	2 (0.2%)	86 (8.1%)
Ease of access to the office	270 (25.6%)	465 (44.1%)	27 (2.6%)	8 (0.8%)	1 (0.1%)	283 (26.9%)
Privacy of discussions	264 (25.1%)	461 (43.8%)	34 (3.2%)	6 (0.6%)	1 (0.1%)	286 (27.2%)
Staff were friendly	569 (52.3%)	408 (37.5%)	26 (2.4%)	8 (0.7%)	7 (0.6%)	69 (6.3%)
Staff were polite	558 (52.1%)	410 (38.3%)	25 (2.3%)	8 (0.7%)	3 (0.3%)	66 (6.2%)
Staff were helpful	533 (49.7%)	413 (38.5%)	39 (3.6%)	14 (1.3%)	6 (0.6%)	67 (6.3%)
Staff were willing to listen	446 (41.7%)	488 (45.6%)	45 (4.2%)	10 (0.9%)	9 (0.8%)	72 (6.7%)
Staff had the knowledge to help	427 (40.0%)	491 (46.0%)	47 (4.4%)	12 (1.1%)	12 (1.1%)	79 (7.4%)
Information/advice was accurate	241 (22.5%)	578 (54.0%)	48 (4.5%)	20 (1.9%)	6 (0.6%)	178 (16.6%)
Information/advice was easy to understand	238 (22.3%)	598 (56.0%)	39 (3.7%)	12 (1.1%)	6 (0.6%)	175 (16.4%)
Information/advice was useful	227 (21.5%)	578 (54.7%)	46 (4.4%)	14 (1.3%)	8 (0.8%)	184 (17.4%)
The Association did what they said they would	223 (21.0%)	565 (53.3%)	60 (5.7%)	26 (2.5%)	13 (1.2%)	174 (16.4%)
I was kept up to date with progress, if this was required	200 (19.0%)	542 (51.5%)	72 (6.8%)	24 (2.3%)	15 (1.4%)	200 (19.0%)
The outcome of your enquiry?	229 (21.7%)	535 (50.8%)	59 (5.6%)	36 (3.4%)	15 (1.4%)	180 (17.1%)

**Q7 Do you have any outstanding issues which you feel Almond have not dealt with?**

Yes.....	242 (22.5%)
No.....	833 (77.5%)

**Q9 Are you happy for us to pass over a note of your issue to Almond in order that they can deal with these now?**

Yes.....	199 (82.6%)
No.....	42 (17.4%)

**Q10 Taking into account all aspects of the repairs service, how satisfied are you with the service overall?**

<i>Very satisfied</i> .....	485 (44.4%)
<i>Fairly satisfied</i> .....	464 (42.5%)
<i>Neither nor</i> .....	73 (6.7%)
<i>Fairly dissatisfied</i> .....	27 (2.5%)
<i>Very dissatisfied</i> .....	29 (2.7%)
<i>Don't know</i> .....	15 (1.4%)

**Q11 Are you aware that there are some repairs you are responsible for as a tenant?**

Yes..... 996 (91.0%)  
 No..... 100 (9.1%)

**Q12 Are you aware of your responsibilities to keep your house in good decorative order?**

Yes..... 1064 (97.3%)  
 No..... 31 (2.8%)

**Q13 Have you had any day to day repairs to your home completed by Almond in the last 12 months?**

Yes..... 586 (53.6%)  
 No..... 507 (46.4%)

**Q14 Looking at this card, and thinking of the day to day repairs you have reported over the last year, how satisfied were you with the following aspects of this service?**

	Very satisfied	Satisfied	Neither nor	Dissatisfied	Very dissatisfied	Don't know
Attitude and helpfulness of staff who took the repair	206 (35.3%)	361 (61.9%)	9 (1.5%)	2 (0.3%)	4 (0.7%)	1 (0.2%)
Length of time to wait for the repair to be started	173 (30.0%)	317 (55.0%)	41 (7.1%)	28 (4.9%)	15 (2.6%)	2 (0.3%)
Appointment system for arranging for the repairs to be done (morning and afternoon repairs)	195 (33.7%)	341 (59.0%)	21 (3.6%)	11 (1.9%)	4 (0.7%)	6 (1.0%)
Attitude and helpfulness of repair workers	205 (35.5%)	342 (59.3%)	18 (3.1%)	3 (0.5%)	2 (0.3%)	7 (1.2%)
Quality/ standard of repair work	182 (31.5%)	310 (53.6%)	30 (5.2%)	34 (5.9%)	16 (2.8%)	6 (1.0%)
Completing the repair on the first visit	170 (29.5%)	307 (53.3%)	40 (6.9%)	27 (4.7%)	24 (4.2%)	8 (1.4%)
Completing the repair by the estimated completion date	178 (31.1%)	301 (52.5%)	46 (8.0%)	21 (3.7%)	16 (2.8%)	11 (1.9%)
Attitude and helpfulness of staff who inspected the repair (if relevant)	169 (30.3%)	260 (46.7%)	27 (4.8%)	14 (2.5%)	7 (1.3%)	80 (14.4%)

**Q15 Thinking of the repairs service, how important are each of the following? 1st Priority**

*Attitude and helpfulness of staff who took the repair*..... 115 (10.8%)  
*Length of time to wait for repair to be started* ..... 282 (26.4%)  
*Appointment system for arranging for the repairs to be done* ..... 64 (6.0%)  
*Attitude and helpfulness of repair workers* ..... 34 (3.2%)  
*Quality/ standard of repair work* ..... 513 (48.1%)  
*Completing the repair on the first visit*..... 44 (4.1%)  
*Completing the repair by the estimated completion date* ..... 11 (1.0%)  
*Attitude and helpfulness of staff who inspected the repair*..... 4 (0.4%)

**Q15 Thinking of the repairs service, how important are each of the following? 2nd Priority**

<i>Attitude and helpfulness of staff who took the repair</i> .....	48 (4.5%)
<i>Length of time to wait for repair to be started</i> .....	348 (32.9%)
<i>Appointment system for arranging for the repairs to be done</i> .....	85 (8.0%)
<i>Attitude and helpfulness of repair workers</i> .....	123 (11.6%)
<i>Quality/ standard of repair work</i> .....	241 (22.8%)
<i>Completing the repair on the first visit</i> .....	121 (11.4%)
<i>Completing the repair by the estimated completion date</i> .....	86 (8.1%)
<i>Attitude and helpfulness of staff who inspected the repair</i> .....	7 (0.7%)

**Q15 Thinking of the repairs service, how important are each of the following? 3rd Priority**

<i>Attitude and helpfulness of staff who took the repair</i> .....	210 (20.0%)
<i>Length of time to wait for repair to be started</i> .....	169 (16.1%)
<i>Appointment system for arranging for the repairs to be done</i> .....	47 (4.5%)
<i>Attitude and helpfulness of repair workers</i> .....	106 (10.1%)
<i>Quality/ standard of repair work</i> .....	119 (11.4%)
<i>Completing the repair on the first visit</i> .....	209 (19.9%)
<i>Completing the repair by the estimated completion date</i> .....	165 (15.7%)
<i>Attitude and helpfulness of staff who inspected the repair</i> .....	23 (2.2%)

**Q16 Would you like to see the repairs appointment system extended to include early evening and Saturday morning appointments?**

Yes.....	588 (54.0%)
No.....	501 (46.0%)

**Q17 When reporting repairs over the past 12 months, have you had to use Almond’s emergency repairs service?**

Yes.....	134 (12.3%)
No.....	956 (87.7%)

**Q18 How satisfied were you with the following aspects of the emergency repairs service?**

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither nor</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>
Attitude and helpfulness of staff who took the repair	46 (34.3%)	77 (57.5%)	4 (3.0%)	1 (0.7%)	5 (3.7%)	1 (0.7%)
Length of time to wait for the repair to be started	40 (30.8%)	71 (54.6%)	5 (3.8%)	6 (4.6%)	7 (5.4%)	1 (0.8%)
Attitude and helpfulness of repair workers	44 (33.8%)	73 (56.2%)	8 (6.2%)	1 (0.8%)	3 (2.3%)	1 (0.8%)
Quality/ standard of repair work	38 (29.2%)	72 (55.4%)	10 (7.7%)	4 (3.1%)	4 (3.1%)	2 (1.5%)

**Q19 Do you have gas central heating in your home?**

Yes.....1027 (94.0%)  
 No.....66 (6.0%)

**Q20 How satisfied are you with the following aspects of the service they provide for gas repairs/ servicing?**

	Very satisfied	Satisfied	Neither nor	Dissatisfied	Very dissatisfied	Don't know
Speed of attending breakdown repairs	412 (40.7%)	504 (49.8%)	28 (2.8%)	6 (0.6%)	1 (0.1%)	62 (6.1%)
Arrangements for dealing with the annual safety check and service	423 (41.8%)	558 (55.2%)	12 (1.2%)	3 (0.3%)	0 (0.0%)	15 (1.5%)

**Q21 Almond must carry out a gas safety check every year. Do you think it is reasonable for Almond to charge the costs of the forced entry to individual tenants who do not allow access?**

Yes.....725 (71.0%)  
 No.....283 (27.7%)  
 Don't know .....13 (1.3%)

**Q22 Overall, how satisfied would you say you are with the quality of housing management services provided by Almond Housing Association?**

Very satisfied .....452 (41.5%)  
 Fairly satisfied .....554 (50.8%)  
 Neither nor .....63 (5.8%)  
 Fairly dissatisfied.....13 (1.2%)  
 Very dissatisfied.....8 (0.7%)

**Q23 How happy are you with the way we manage our houses?**

	Very satisfied	Fairly satisfied	Neither nor	Dissatisfied	Very dissatisfied	Don't know
The way houses are let	151 (13.9%)	550 (50.7%)	78 (7.2%)	33 (3.0%)	10 (0.9%)	262 (24.2%)
The time taken to let empty houses	120 (11.2%)	530 (49.5%)	91 (8.5%)	18 (1.7%)	6 (0.6%)	306 (28.6%)
The condition of the house when it is let	146 (13.6%)	500 (46.6%)	86 (8.0%)	55 (5.1%)	18 (1.7%)	267 (24.9%)
The ease of applying for a transfer/exchange	52 (4.9%)	241 (22.5%)	95 (8.9%)	26 (2.4%)	6 (0.6%)	649 (60.7%)
The way neighbour problems are dealt with	85 (7.9%)	242 (22.5%)	76 (7.1%)	32 (3.0%)	14 (1.3%)	625 (58.2%)
How we deal with any tenancy problem you may have	126 (11.8%)	268 (25.0%)	74 (6.9%)	13 (1.2%)	16 (1.5%)	573 (53.6%)
The stair cleaning service	40 (3.8%)	132 (12.6%)	40 (3.8%)	7 (0.7%)	8 (0.8%)	823 (78.4%)

**Q24 How important are each of the following housing management services? 1st Priority**

<i>The way houses are let</i> .....	262 (24.6%)
<i>The time taken to let empty houses</i> .....	92 (8.6%)
<i>The condition of the house when it is let</i> .....	407 (38.3%)
<i>The ease of applying for a transfer/exchange</i> .....	32 (3.0%)
<i>The way neighbour problems are dealt with</i> .....	62 (5.8%)
<i>How we deal with any tenancy problem you may have</i> .....	122 (11.5%)
<i>The stair cleaning service</i> .....	8 (0.8%)
<i>No prioritys</i> .....	79 (7.4%)

**Q24 How important are each of the following housing management services? 2nd Priority**

<i>The way houses are let</i> .....	262 (24.8%)
<i>The time taken to let empty houses</i> .....	142 (13.4%)
<i>The condition of the house when it is let</i> .....	241 (22.8%)
<i>The ease of applying for a transfer/exchange</i> .....	68 (6.4%)
<i>The way neighbour problems are dealt with</i> .....	163 (15.4%)
<i>How we deal with any tenancy problem you may have</i> .....	92 (8.7%)
<i>The stair cleaning service</i> .....	9 (0.9%)
<i>No 2nd priority</i> .....	81 (7.7%)

**Q24 How important are each of the following housing management services? 3rd Priority**

<i>The way houses are let</i> .....	128 (12.2%)
<i>The time taken to let empty houses</i> .....	324 (30.8%)
<i>The condition of the house when it is let</i> .....	123 (11.7%)
<i>The ease of applying for a transfer/exchange</i> .....	69 (6.6%)
<i>The way neighbour problems are dealt with</i> .....	116 (11.0%)
<i>How we deal with any tenancy problem you may have</i> .....	191 (18.2%)
<i>The stair cleaning service</i> .....	13 (1.2%)
<i>No 3rd priority</i> .....	87 (8.3%)

**Q25 would you be willing to have a charge included in your rent which would mean that your bins would be taken out to the kerbside for emptying and then brought back into the flats once emptied?**

<i>Yes</i> .....	52 (4.9%)
<i>No</i> .....	143 (13.6%)
<i>Not applicable</i> .....	860 (81.5%)

**Q26 How satisfied are you with how Almond keeps you up to date with their activities and services?**

<i>Very satisfied</i> .....	493 (45.1%)
<i>Satisfied</i> .....	526 (48.2%)
<i>Neither nor</i> .....	56 (5.1%)
<i>Fairly dissatisfied</i> .....	10 (0.9%)
<i>Very dissatisfied</i> .....	7 (0.6%)

**Q27 Which of the following methods would you like us to use to give you information?**

<i>Almond View</i> .....	589 (54.1%)
<i>Letters sent to your home</i> .....	871 (80.1%)
<i>Tenants conference</i> .....	33 (3.0%)
<i>Annual Report</i> .....	68 (6.3%)
<i>Information leaflets</i> .....	105 (9.7%)
<i>Tenants Handbook</i> .....	68 (6.3%)
<i>By Email</i> .....	29 (2.7%)
<i>By text message</i> .....	33 (3.0%)
<i>Through the website</i> .....	24 (2.2%)
<i>Local public meetings</i> .....	31 (2.8%)
<i>Roadshows</i> .....	29 (2.7%)
<i>Other</i> .....	9 (0.8%)

**Q28 Are you aware that Almond Housing Association has a website?**

<i>Yes</i> .....	552 (50.5%)
<i>No</i> .....	540 (49.5%)

**Q29 Have you ever visited the Association's website?**

<i>Yes</i> .....	107 (19.4%)
<i>No</i> .....	444 (80.6%)

**Q30 To what extent do you agree with the following statements about the website?**

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither nor</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
I would look at the website first before phoning Almond about a housing related matter	4 (3.8%)	53 (50.5%)	18 (17.1%)	24 (22.9%)	3 (2.9%)	3 (2.9%)
The website is easy to use	14 (13.1%)	82 (76.6%)	7 (6.5%)	1 (0.9%)	0 (0.0%)	3 (2.8%)
I can find the information I need on the website	8 (7.5%)	68 (64.2%)	16 (15.1%)	5 (4.7%)	2 (1.9%)	7 (6.6%)
The website looks professional	11 (10.4%)	84 (79.2%)	7 (6.6%)	2 (1.9%)	0 (0.0%)	2 (1.9%)
The website allows tenants to see what news and events are currently happening within the Association	12 (11.2%)	78 (72.9%)	7 (6.5%)	4 (3.7%)	0 (0.0%)	6 (5.6%)

**Q31 How satisfied are you with the way Almond takes account of tenant views?**

<i>Very satisfied</i> .....	358 (32.9%)
<i>Fairly satisfied</i> .....	485 (44.5%)
<i>Neither nor</i> .....	176 (16.2%)
<i>Fairly dissatisfied</i> .....	41 (3.8%)
<i>Very dissatisfied</i> .....	29 (2.7%)



**Q32 How would you like Almond to consult with you on aspects that affect you, your home or your tenancy?**

<i>Tenants conference</i> .....	78 (7.3%)
<i>Tenants associations</i> .....	47 (4.4%)
<i>Focus groups</i> .....	24 (2.2%)
<i>Public meetings</i> .....	71 (6.6%)
<i>Local surgeries</i> .....	54 (5.0%)
<i>Working groups</i> .....	15 (1.4%)
<i>Surveys such as this one</i> .....	452 (42.0%)
<i>Information days</i> .....	202 (18.8%)
<i>Roadshows</i> .....	48 (4.5%)
<i>Other</i> .....	446 (41.5%)

**Q33 Almond provides a number of different opportunities for tenants to become more involved. Would you be interested in the following?**

	<i>Yes</i>	<i>No</i>
Being on a list of tenants who are interested in being consulted on, for example, rent setting and other policies	134 (12.6%)	932 (87.4%)
Attending the Tenants Conference held for tenants every two years	110 (10.4%)	948 (89.6%)
Participating in mystery shopping to provide feedback directly on the service received	84 (7.9%)	975 (92.1%)
Becoming involved in a local tenants group	53 (5.0%)	1002 (95.0%)
Participating in a tenant inspection of your own estate	71 (6.7%)	992 (93.3%)
Participating in a tenant inspection of another Almond estate	49 (4.6%)	1008 (95.4%)

**Q34 Are you aware or interested in becoming involved in any of the above, are you happy that we pass on your name and address to Almond in order that they can contact you about this**

<i>Yes</i> .....	134 (12.7%)
<i>No</i> .....	918 (87.3%)

**Q35 What would encourage you to come along to the Association's Tenant's conference?**

<i>Answer given</i> .....	115 (11.1%)
<i>Nothing would make me come to the conference</i> .....	918 (88.9%)

**Q36 What would you like to see discussed at the tenant conference?**

<i>Answer given</i> .....	86 (8.2%)
<i>Dont know</i> .....	965 (91.8%)

**Q37 Do you think Almond does enough to involve tenants in its decision making processes?**

<i>Yes</i> .....	712 (66.8%)
<i>No</i> .....	260 (24.4%)
<i>Don't know</i> .....	94 (8.8%)

**Q38 Is there anything you think would encourage tenants to become more involved in the Association and its decision making processes?**

<i>Answer given</i> .....	35 (3.3%)
<i>Don't know</i> .....	1028 (96.7%)

**Q39 Are the number of bedrooms in your home...?**

<i>Too few</i> .....	99 (9.1%)
<i>About right</i> .....	966 (88.8%)
<i>Too many</i> .....	23 (2.1%)

**Q40 If Almond were to improve or upgrade your home, what would be your top 3 priorities for improvement? ...top priority**

<i>New Central heating</i> .....	107 (9.9%)
<i>Window replacement</i> .....	98 (9.0%)
<i>Rewiring</i> .....	19 (1.8%)
<i>Kitchen replacement</i> .....	336 (31.0%)
<i>Bathroom replacement</i> .....	72 (6.6%)
<i>New internal doors</i> .....	67 (6.2%)
<i>New external doors</i> .....	28 (2.6%)
<i>Insulation against heat loss/ draught proofing</i> .....	21 (1.9%)
<i>Measures to deal with dampness/ condensation</i> .....	9 (0.8%)
<i>Measures to deal with dampness/ condensation External painting of render</i> .....	2 (0.2%)
<i>New roof</i> .....	4 (0.4%)
<i>New gutters and downpipes</i> .....	15 (1.4%)
<i>Renewed fencing</i> .....	15 (1.4%)
<i>No improvements needed</i> .....	292 (26.9%)

Q39

**If Almond were to improve or upgrade your home, what would be your top 3 priorities for improvement? ...2nd priority**

<i>New Central heating</i> .....	29 (2.7%)
<i>Window replacement</i> .....	71 (6.6%)
<i>Rewiring</i> .....	14 (1.3%)
<i>Kitchen replacement</i> .....	95 (8.9%)
<i>Bathroom replacement</i> .....	256 (23.9%)
<i>New internal doors</i> .....	74 (6.9%)
<i>New external doors</i> .....	33 (3.1%)
<i>Insulation against heat loss/ draught proofing</i> .....	22 (2.1%)
<i>Measures to deal with dampness/ condensation</i> .....	14 (1.3%)
<i>Measures to deal with dampness/ condensation External painting of render</i> .....	12 (1.1%)
<i>New roof</i> .....	2 (0.2%)
<i>New gutters and downpipes</i> .....	13 (1.2%)
<i>Renewed fencing</i> .....	20 (1.9%)
<i>No improvements needed/no 2nd choice</i> .....	414 (38.7%)

Q39

**If Almond were to improve or upgrade your home, what would be your top 3 priorities for improvement? ...3rd priority**

<i>New Central heating</i> .....	37 (3.5%)
<i>Window replacement</i> .....	60 (5.7%)
<i>Rewiring</i> .....	15 (1.4%)
<i>Kitchen replacement</i> .....	28 (2.7%)
<i>Bathroom replacement</i> .....	58 (5.5%)
<i>New internal doors</i> .....	62 (5.9%)
<i>New external doors</i> .....	39 (3.7%)
<i>Insulation against heat loss/ draught proofing</i> .....	21 (2.0%)
<i>Measures to deal with dampness/ condensation</i> .....	12 (1.1%)
<i>Measures to deal with dampness/ condensation External painting of render</i> .....	14 (1.3%)
<i>New roof</i> .....	9 (0.9%)
<i>New gutters and downpipes</i> .....	17 (1.6%)
<i>Renewed fencing</i> .....	37 (3.5%)
<i>No improvements needed/no 3rd choice</i> .....	647 (61.3%)

<b>Q40</b>	<b>Turning now to the Neighbourhood you live in, by this we mean the immediate area within a 5 minute walk from your home, how satisfied are you with this area as a place to live?</b>						
	<i>Very satisfied</i> .....						516 (47.2%)
	<i>Satisfied</i> .....						480 (43.9%)
	<i>Neither nor</i> .....						35 (3.2%)
	<i>Dissatisfied</i> .....						29 (2.7%)
	<i>Very dissatisfied</i> .....						33 (3.0%)
<b>Q41</b>	<b>can you tell me how satisfied you are with the following aspects of your neighbourhood?</b>						
		<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither nor</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>
	Your feeling of safety in your neighbourhood	518 (47.5%)	446 (40.9%)	70 (6.4%)	30 (2.7%)	24 (2.2%)	3 (0.3%)
	The maintenance of common areas	462 (43.5%)	432 (40.7%)	64 (6.0%)	57 (5.4%)	20 (1.9%)	27 (2.5%)
	External lighting	460 (43.6%)	419 (39.7%)	28 (2.7%)	21 (2.0%)	5 (0.5%)	123 (11.6%)
	Lighting of common stairs	98 (9.8%)	135 (13.5%)	17 (1.7%)	3 (0.3%)	4 (0.4%)	740 (74.2%)
	Common stair entry doors	69 (6.9%)	116 (11.7%)	21 (2.1%)	17 (1.7%)	13 (1.3%)	758 (76.3%)
<b>Q42</b>	<b>Are you aware that Almond has a subsidiary company, Almond Enterprises, which provides the stair cleaning service and gives its profits to local community groups?</b>						
	<i>Yes</i> .....						358 (33.6%)
	<i>No</i> .....						709 (66.4%)
<b>Q43</b>	<b>Would you like Almond Enterprises to become.... more involved in any of the following....?</b>						
	<i>Supporting local employment initiatives</i> .....						178 (16.6%)
	<i>Providing equipment for community use eg gardening tools</i> .....						114 (10.6%)
	<i>Providing Welfare / money advice services</i> .....						113 (10.5%)
	<i>Supporting local groups/</i> .....						85 (7.9%)
	<i>Carrying out minor repairs in your home</i> .....						276 (25.7%)
	<i>Don't know</i> .....						659 (61.4%)
<b>Q44</b>	<b>Do you have any other ideas about how Almond Enterprises could become more involved in the community?</b>						
	<i>Answer given</i> .....						38 (100.0%)
	<i>Don't know</i> .....						0 (0.0%)
<b>Q45</b>	<b>Does your household currently receive housing benefit?</b>						
	<i>Full</i> .....						579 (53.1%)
	<i>Partial</i> .....						121 (11.1%)
	<i>None</i> .....						391 (35.8%)

<b>Q46</b>	<b>The Government proposes to have a unified benefit system and pay this direct to the claimant. Would you still prefer the housing benefit element to be paid direct to the landlord?</b>	
	Yes.....	556 (79.5%)
	No.....	19 (2.7%)
	Don't know .....	124 (17.7%)
<b>Q47</b>	<b>Taking account of your home and the services that you receive, to what extent do you think your rent represents value for money?</b>	
	Very good value.....	78 (7.2%)
	Good value.....	477 (43.8%)
	Neither good nor bad value.....	279 (25.6%)
	Bad value.....	102 (9.4%)
	Very bad value.....	29 (2.7%)
	Don't know .....	125 (11.5%)
<b>Q48</b>	<b>How easy do you find it to afford your rent payments for this house?</b>	
	Very easy to afford.....	19 (1.7%)
	Fairly easy to afford.....	162 (14.8%)
	Just about affordable.....	253 (23.2%)
	Fairly difficult to afford.....	55 (5.0%)
	Very difficult to afford.....	24 (2.2%)
	Not applicable - in receipt of full Housing Benefit.....	579 (53.0%)
<b>Q49</b>	<b>Are you, or have you ever, fallen behind with your rent?</b>	
	Yes.....	108 (9.9%)
	No.....	982 (90.1%)
<b>Q50</b>	<b>Did you contact Almond about this?</b>	
	Yes.....	96 (89.7%)
	No.....	11 (10.3%)
<b>Q51</b>	<b>If you did not contact Almond about this, why did you not contact them?</b>	
	I thought they would threaten to evict me.....	0 (0.0%)
	I didn't know who to contact.....	0 (0.0%)
	I was trying to sort the situation myself.....	1 (50.0%)
	I didn't want to face it.....	0 (0.0%)
	I knew Almond would contact me.....	0 (0.0%)
	Other reason .....	1 (50.0%)
<b>Q52</b>	<b>Did Almond contact you about this?</b>	
	Yes.....	11 (100.0%)
	No.....	0 (0.0%)

<b>Q53</b>	<b>How helpful were the staff at Almond?</b>	
	<i>Very helpful</i> .....	51 (50.5%)
	<i>Fairly helpful</i> .....	29 (28.7%)
	<i>Neither nor</i> .....	11 (10.9%)
	<i>Fairly unhelpful</i> .....	5 (5.0%)
	<i>Very unhelpful</i> .....	5 (5.0%)
<b>Q54</b>	<b>How easy do you find it to afford the cost of heating your home to a comfortable level in the winter months?</b>	
	<i>Very easy to afford</i> .....	66 (6.1%)
	<i>Fairly easy to afford</i> .....	338 (31.0%)
	<i>Just about affordable</i> .....	478 (43.9%)
	<i>Fairly difficult to afford</i> .....	146 (13.4%)
	<i>Very difficult to afford</i> .....	61 (5.6%)
<b>Q55</b>	<b>How do you currently pay your fuel bills?</b>	
	<i>Payment Meter (Power Card)</i> .....	458 (41.9%)
	<i>Direct Debit</i> .....	451 (41.3%)
	<i>On receipt of a bill</i> .....	100 (9.2%)
	<i>Other</i> .....	83 (7.6%)
<b>Q56</b>	<b>Are you aware that Almond can provide help and support to tenants with welfare and benefits advice?</b>	
	<i>Yes</i> .....	685 (63.1%)
	<i>No</i> .....	400 (36.9%)
<b>Q57</b>	<b>Would you like someone to contact you to discuss this?</b>	
	<i>Yes</i> .....	22 (2.3%)
	<i>No</i> .....	930 (97.7%)
<b>Q58</b>	<b>How long have you lived in this house?</b>	
	<i>Under 6 months</i> .....	58 (5.3%)
	<i>Between 6 and 12 months</i> .....	79 (7.2%)
	<i>Between 1 and 5 years</i> .....	275 (25.2%)
	<i>Between 6 and 10 years</i> .....	239 (21.9%)
	<i>Between 11 and 20 years</i> .....	272 (24.9%)
	<i>More than 20 years</i> .....	169 (15.5%)

**Q59 How many people currently live at this address?**

1.....	384 (36.1%)
2.....	351 (33.0%)
3.....	160 (15.0%)
4.....	114 (10.7%)
5.....	40 (3.8%)
6.....	11 (1.0%)
7.....	5 (0.5%)

**Q60 How would you describe the composition of your household?**

<i>One adult under 60.....</i>	218 (20.1%)
<i>One adult aged 60 or over.....</i>	184 (17.0%)
<i>Two adults both under 60.....</i>	154 (14.2%)
<i>Two adults both over 60.....</i>	84 (7.7%)
<i>Two adults, at least one 60 or over.....</i>	44 (4.1%)
<i>Three or more adults, 16 or over.....</i>	71 (6.5%)
<i>1 parent family with 1 child under 16.....</i>	87 (8.0%)
<i>1 parent family with 2 children under 16.....</i>	51 (4.7%)
<i>1 parent family with 3 or more children under 16.....</i>	26 (2.4%)
<i>2 parent family with 1 child under 16.....</i>	64 (5.9%)
<i>2 parent family with 2 children under 16.....</i>	55 (5.1%)
<i>2 parent family with 3 or more children under 16.....</i>	26 (2.4%)
<i>Other.....</i>	21 (1.9%)

**Q61 How would you describe your occupation at the present time? And how would you describe that of your partner? .. You**

<i>Full time paid work (35 or more hours per week).....</i>	219 (20.1%)
<i>Part time paid work (16 to 35 hours per week).....</i>	123 (11.3%)
<i>Part time paid work (less than 16 hours per week).....</i>	8 (0.7%)
<i>Full time education.....</i>	5 (0.5%)
<i>Government training programme.....</i>	1 (0.1%)
<i>Unemployed.....</i>	156 (14.4%)
<i>Long term sick / disabled.....</i>	178 (16.4%)
<i>Looking after family.....</i>	122 (11.2%)
<i>Retired.....</i>	253 (23.3%)
<i>Other.....</i>	22 (2.0%)

**Q61 How would you describe your occupation at the present time? And how would you describe that of your partner? .. Your partner**

<i>Full time paid work (35 or more hours per week)</i> .....	165 (17.3%)
<i>Part time paid work (16 to 35 hours per week)</i> .....	40 (4.2%)
<i>Part time paid work (less than 16 hours per week)</i> .....	1 (0.1%)
<i>Full time education</i> .....	2 (0.2%)
<i>Government training programme</i> .....	0 (0.0%)
<i>Unemployed</i> .....	52 (5.4%)
<i>Long term sick / disabled</i> .....	43 (4.5%)
<i>Looking after family</i> .....	17 (1.8%)
<i>Retired</i> .....	81 (8.5%)
<i>Other</i> .....	7 (0.7%)
<i>No partner</i> .....	547 (57.3%)

**Q62 Does anyone living in this household have any long term illness, health problem or disability which limits their daily activities or the work they can do (including problems due to old age)?**

<i>Yes</i> .....	464 (42.7%)
<i>No</i> .....	622 (57.3%)

**Q63 Can you describe the nature of these health problems or disability?**

<i>Mental health condition</i> .....	47 (12.1%)
<i>Mobility/ physical disabilities</i> .....	222 (57.2%)
<i>Learning difficulties (eg dyslexia)</i> .....	17 (4.4%)
<i>Difficulties with sight</i> .....	7 (1.8%)
<i>Learning disability (eg Down's Syndrome)</i> .....	3 (0.8%)
<i>Developmental disorder (eg Autistic Spectrum Disorder or Asperger's Syndrome)</i> .....	7 (1.8%)
<i>Difficulties with hearing</i> .....	9 (2.3%)
<i>Other condition (please write in)</i> .....	75 (19.3%)
<i>Don't know</i> .....	1 (0.3%)



**Ethnic origin**

<i>White Scottish</i> .....	995 (91.0%)
<i>White Other British</i> .....	46 (4.2%)
<i>White Irish</i> .....	3 (0.3%)
<i>Gypsy/traveller</i> .....	1 (0.1%)
<i>Polish, Hungarian, Slovakian, Czech, Slovenian, Estonian, Latvian, Lithuanian</i> .....	35 (3.2%)
<i>Any other white ethnic group</i> .....	5 (0.5%)
<i>Any mixed or multiple ethnic groups</i> .....	2 (0.2%)
<i>Pakistani, Pakistani Scottish or Pakistani British</i> .....	1 (0.1%)
<i>Indian, Indian Scottish or Indian British</i> .....	0 (0.0%)
<i>Bangladeshi, Bangladeshi Scottish or Bangladeshi British</i> .....	0 (0.0%)
<i>Chinese, Chinese Scottish or Chinese British</i> .....	1 (0.1%)
<i>Other Asian background</i> .....	1 (0.1%)
<i>African, African Scottish or African British</i> .....	2 (0.2%)
<i>Caribbean, Caribbean Scottish or Caribbean British</i> .....	0 (0.0%)
<i>Black, Black Scottish or Black British</i> .....	1 (0.1%)
<i>Other</i> .....	0 (0.0%)
<i>Arab, Arab Scottish or Arab British</i> .....	0 (0.0%)
<i>Any Other group</i> .....	0 (0.0%)
<i>Refused</i> .....	1 (0.1%)