



Wellhouse Housing Association

Customer Satisfaction Survey

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Wellhouse Housing Association

Customer Satisfaction Survey 2023

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1. EXECUTIVE SUMMARY

INTRODUCTION

- Wellhouse Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- Overall, a total of 317 interviews were completed with Wellhouse tenants, representing a 43% response rate from in scope tenants. In addition to the tenants' survey, 21 interviews were completed with the Association's owner occupiers.
- This data provides data accurate to +/- 4.15% for tenants based upon a 50% estimate level at the 95% confidence level, providing robust data upon which the Association can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

SCOTTISH SOCIAL HOUSING CHARTER SATISFACTION INDICATORS

The table below shows the results for the Scottish Housing Regulator indicators for Wellhouse Housing Association, compared to the Association's previous tenant satisfaction surveys, undertaken in 2021, 2022 and 2024. Please note all indicators with the exception of the last one on the factoring service are for tenants only.

Scottish Social Housing Charter Indicators	2021	2022	2024	2025	ARC 24/25
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Wellhouse? (% very/ fairly satisfied)	95.83	85.12	80.67	93.69	86.85
How good or poor do you feel Wellhouse is at keeping you informed about their services and decisions? (%very good/ fairly good)	93.40	93.77	89.67	99.37	89.98
How satisfied or dissatisfied are you with the opportunities given to you to participate in Wellhouse's decision making process? (% very/ fairly satisfied)	94.79	93.43	89.67	98.74	86.34
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Wellhouse? (% very/ fairly satisfied)- Those who have reported a repair in the last 12 months	79.71	86.62	85.61	91.18	86.75
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	84.72	75.78	78.00	94.01	84.75
Taking into account the accommodation and services Wellhouse 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)	91.67	69.90	75.33	91.80	81.68
Overall, how satisfied or dissatisfied are you with Wellhouse's contribution to the management of the neighbourhood you live in? (% very/ fairly satisfied)	93.06	78.55	75.33	94.64	84.23
(OWNERS) Taking everything into account how satisfied or dissatisfied are you with the factoring service provided by Wellhouse Housing Association?	87.50	84.50	82.14	71.43	57.86

Satisfaction has increased for all indicators, with the exception of overall satisfaction with the factoring service, where satisfaction has decreased from 82% to 71%. The greatest increases in satisfaction can be seen with regard to contribution to the management of the neighbourhood (+19% points), value for money for rent (+16% points) and satisfaction with the quality of the home (+16% points).

The table on the previous page also shows the Scottish average for all social landlords as reported in the Annual Return of the Charter for 2024/25. The table shows that Wellhouse is performing above the Scottish average for all indicators.

KEY FINDINGS SUMMARY

- 94% of tenants are satisfied with the overall service, an increase from 80% in 2024 and above the Scottish average of 87%. The main drivers for those dissatisfied relate to repairs response times, the need for home upgrades and estate issues such as bulk uplifts and ASB.
- 99% feel Wellhouse keeps them well informed, significantly above the Scottish average (90%). Newsletters (82%) and letters (52%) remain tenant preference for communications but interest in digital communications is growing, particularly for younger tenants.
- 99% are satisfied with the opportunities to participate in decision making. Despite this, 76% of tenants are not interested in getting involved, with a lack of interest (39%) and work commitments, health or disability issues and childcare commitments also common reasons.
- Customer care is seen as being a key strength of the organisation with 97% of those who have contacted the Association satisfied with the customer care received. Repairs account for the majority of contact (81%).
- Satisfaction with the repairs service has improved, up from 86% in 2024 and above the Scottish average. The highest level of satisfaction relates to ease of reporting (100%) and the lowest is with regard to the repair done right first time (89%).
- 94% satisfied with the quality of the home, a significant increase from 76% in 2022 and 78% in 2024. Where dissatisfaction exists it relates largely to the need for kitchen and bathroom upgrades. This aligns with tenant priorities noted in terms of improving the home.
- 92% believe rent represents good value for money, significantly above previous years.
- In terms of affordability concerns, fuel bills and food affordability are the greatest concerns. 6% have avoided using heating due to affordability concerns.
- 96% rate their neighbourhood as a good place to live and 95% are satisfied with Wellhouse's management of the neighbourhood.

- The strongest areas of performance relating to the neighbourhood are daytime safety (98%), appearance (94%) and estate services (94%).
- The lowest rated aspects are play facilities (72%) and youth activities (69%).

CONCLUSIONS

The 2025 survey positions Wellhouse Housing Association as a high-performing landlord with substantial improvements across nearly all Charter indicators. Tenants express extremely strong satisfaction with communications, customer care, neighbourhood management, and the overall quality of their homes.

Despite significantly improving satisfaction levels, the repairs service (particularly speed and first-time fix), investment in modernisation remain priority areas for tenants and the Association. Other key issues around estates cleanliness and bins, community facilities, and affordability pressures are also identified as key issues which should guide the Association's action planning.

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

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

2.2 Background and objectives

The aim of the research was to seek customers' views on the services that Wellhouse Housing Association provides, how well it performs these services and to help identify areas where the service can be improved. Specifically, the research was designed to provide tenants' views on the following:

- The quality of information provided by Wellhouse;
- Quality of accommodation and the neighbourhood;
- Service provision including repairs, maintenance and improvements;
- Tenant involvement/ opportunities for participation;
- Service priorities;
- Value for money and affordability.
- The factoring service (for owners)

It is against this background that Research Resource were commissioned to carry out Wellhouse Housing Association's 2025 Tenant Satisfaction Survey.

3. METHODOLOGY

3.1 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. However, given the requirement for a minimum of a 40% response rate and ensuring representative samples of tenants, it was decided that the tenant survey should be carried out utilising a face to face survey methodology with tenants. The face to face methodology is the methodology, which is most typically used for tenant satisfaction surveys. Our primary reasons for recommending this 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.

In addition to the tenant interviews, interviews were also carried out with owners on a face to face basis where owners were resident in the factored property. Where owners were not resident in the property, interviews were carried out by telephone.

3.2 Questionnaire design

After consultation with Wellhouse Housing Association 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 that Wellhouse have at this current time to inform service delivery and improvement;
- The Scottish Social Housing Charter indicators upon which Wellhouse is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

3.3 Sample Size

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 317 interviews were carried out with Wellhouse tenants, providing data accurate to $\pm 4.15\%$ based upon a 50% estimate at the 95% confidence level.

This means that as we have achieved a response from a sample of tenants and not every single tenant there is a 'margin of error' that occurs. In this instance we can be 95% 'sure' that if 50% of tenants responded in a particular way, had we interviewed every single tenant the answer received would have been between 45.85% (50%-4.15%) and 54.15% (50%+4.15%). This is very robust data and data upon which Wellhouse can have confidence making decisions.

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 guidance suggests that social landlords will be likely to have suitable information on the population in terms of dwelling type (flats, semi-detached house, detached, terraces) and the number of bedrooms.

The following tables show the sample profile broken down by street compared to the overall tenant population. As can be seen below, the interview profile is in line with the overall tenant population profile. We are comfortable that the data is representative of the Associations stock and therefore the data reported is unweighted.

Street	No of tenants	% of tenants	interviews	% of interviews
Arnol Place	8	1.1%	3	0.9%
Aultmore Gardens	10	1.4%	4	1.3%
Aultmore Park	13	1.8%	6	1.9%
Aultmore Road	32	4.4%	15	4.7%
Balado Road	45	6.2%	19	6.0%
Baldovan Crescent	51	7.0%	21	6.6%
Baldovan Path	6	0.8%	4	1.3%
Bartiebeith Road	92	12.6%	40	12.6%
Carriden Place	23	3.1%	10	3.2%
Dunan Place	8	1.1%	3	0.9%
Durno Path	16	2.2%	7	2.2%
Inver Road	39	5.3%	17	5.4%
Kiltearn Road	23	3.1%	10	3.2%
Langbar Crescent	133	18.2%	58	18.3%
Langbar Gardens	32	4.4%	13	4.1%

Langbar Path	16	2.2%	7	2.2%
Newhills Road	21	2.9%	9	2.8%
Rigg Place	11	1.5%	5	1.6%
Torran Road	23	3.1%	10	3.2%
Wellhouse Crescent	99	13.5%	43	13.6%
Wellhouse Gardens	19	2.6%	8	2.5%
Wellhouse Grove	12	1.6%	5	1.6%
Grand Total	732	100.0%	317	100.0%

In addition to the tenants' survey, 21 interviews were completed with the Association's owner occupiers.

3.4 Interviewing and quality control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between 7th November to 1st December 2025.

3.5 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. For a number of the key questions, comparative analysis has also been undertaken comparing survey results from the Association's previous tenant satisfaction surveys undertaken in 2022 and 2024.

When reporting the data in this document, in general, percentages in tables have been rounded to the nearest whole number. Responses greater than 0% but less than 0.5% are shown as 0% and responses between 0.5% and less than 1% are rounded to 1%.

The total number of participants to each question is shown either as 'Base' or 'n=xxx' in the tables or charts. Where the base or 'n' is less than the total number of participants, this is because participants may be 'routed' past some questions if they are not applicable.

Percentages are rounded up or down to one decimal place. Not all percentages will sum to 100% due to rounding. Rounding can also cause percentages described in the supporting text or summarising 'overall satisfaction' (i.e. adding very satisfied and fairly satisfied responses together) to differ from the charts by 1% when two percentages are added together.

Where respondents could select more than one response to a question the percentages will sum to more than 100%.

3.6 Report Structure

This document details the key finding to emerge from the survey, addressing the key findings of the survey for Wellhouse Housing Association.

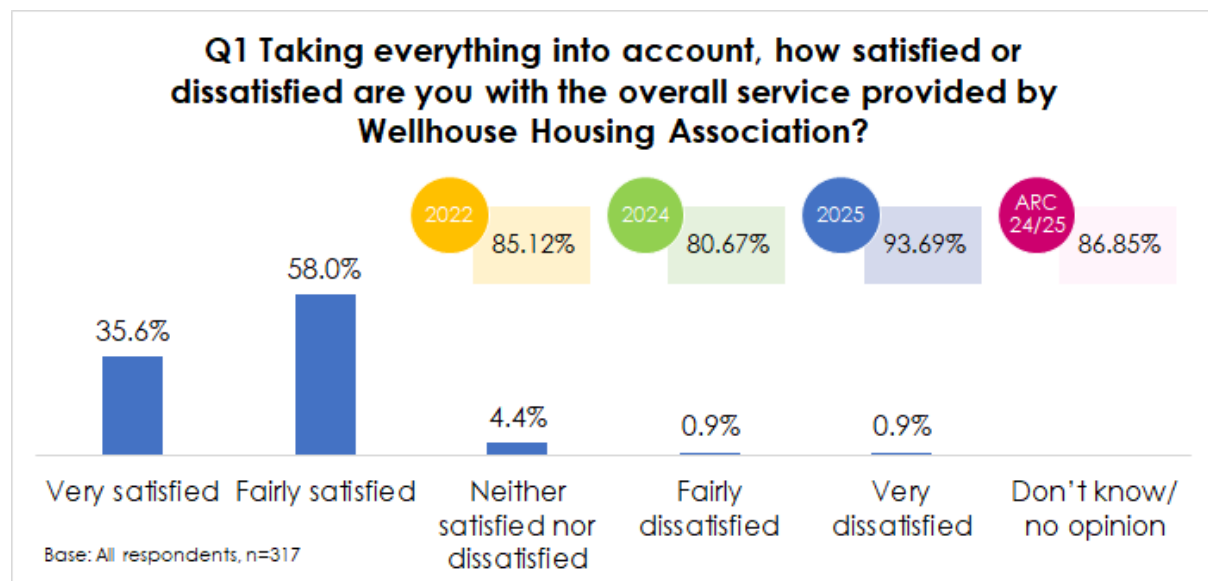
CHAPTER 4.	OVERALL SATISFACTION
CHAPTER 5.	INFORMATION AND COMMUNICATION
CHAPTER 6.	PARTICIPATION
CHAPTER 7.	CUSTOMER CARE
CHAPTER 8.	WELLHOUSE'S SERVICES
CHAPTER 9.	REPAIRS
CHAPTER 10.	THE HOME
CHAPTER 11.	AFFORDABILITY AND VALUE FOR MONEY
CHAPTER 12.	THE NEIGHBOURHOOD
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4. OVERALL SATISFACTION

4.1 Satisfaction with the overall service provided by Wellhouse (Q1)

The survey opened by asking tenants how satisfied or dissatisfied they were with Wellhouse as their landlord. More than nine in ten tenants (94%) said they were very or fairly satisfied compared to 4% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.

Overall satisfaction has increased significantly from the Association's previous surveys in 2022 (85%) and 2024 (81%). It is also higher than the Scottish average of 87%.



Where respondents were not satisfied with the overall service provided by their landlord they were asked to explain why. The most common reasons related to repairs and maintenance issues, for example the length of time taken to carry out repairs or that houses require upgrading or planned maintenance. Other issues noted were anti social behaviour, suitability of housing and estates issues such as bins and bulk uplifts.

5. INFORMATION AND COMMUNICATION

5.1 Sources of obtaining information (Q3)

Written communications were by far and away the most popular methods used by tenants to obtain information about Wellhouse and its services with 82% using newsletters and 52% using letters. Email was noted by 13%.

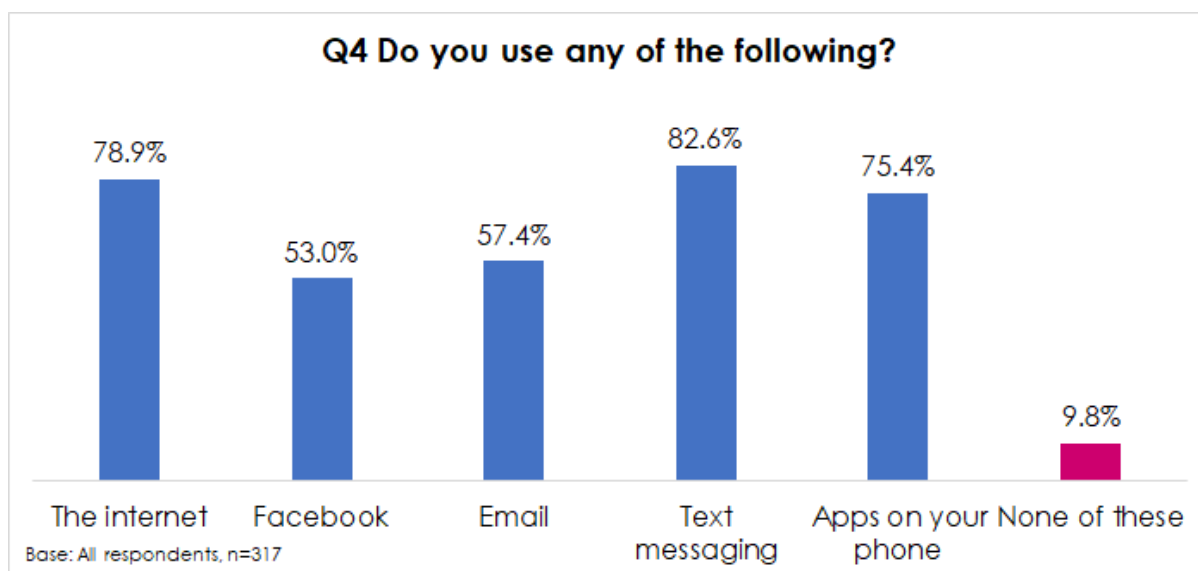
Q3 Which of the following sources do you prefer to use to obtain information about Wellhouse and its services?		
Base: n=317	No.	%
Newsletters	260	82.0%
Letters	164	51.7%
Email	42	13.2%
Website	18	5.7%
Reading the Annual Report	7	2.2%
Social Media	1	0.3%
Attending the AGM	1	0.3%
Other	1	0.3%
Don't know	3	0.9%

Analysis by age shows that tenants aged 65 and over were more likely to prefer to use letters to keep informed than other age group, for example, 62% of this age group preferred letters compared to 40% of those aged 16-34. The Association's website on the other hand was most likely to be preferred by tenants aged 16-34 (18%). Younger respondents aged 16-34 were also more likely to prefer email (27%) than other age groups.

Q3 Which of the following sources do you prefer to use to obtain information about Wellhouse and its services? By Age					
	16-34	35-44	45-54	55-64	65+
Base	62	90	64	46	55
Newsletters	88.7%	85.6%	84.4%	71.7%	74.5%
Letters	40.3%	51.1%	48.4%	60.9%	61.8%
Email	27.4%	15.6%	12.5%	2.2%	3.6%
Social Media	1.6%	-	-	-	-
Website	17.7%	5.6%	-	2.2%	1.8%
Attending the AGM	-	-	-	2.2%	-
Reading the Annual Report	3.2%	2.2%	3.1%	2.2%	-
Other	-	-	-	2.2%	-
Don't know	-	1.1%	1.6%	2.2%	-

5.2 Use of email/ internet/ mobile phones (Q4)

In terms of use of digital communication methods, 90% of respondents said they use one or more of these with text messaging most commonly used (83%), followed by the internet (79%) and then apps on the phone (75%).

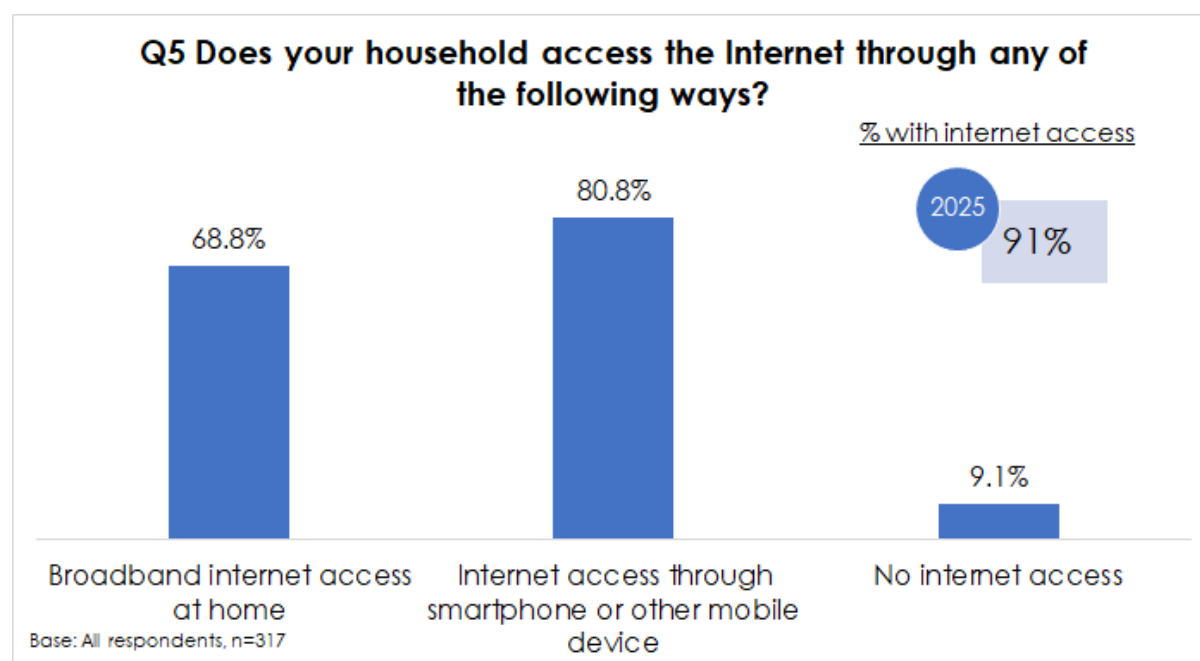


Analysis by age indicates that internet access decreases with age, from 98% aged 16-34 and 100% of those aged 35-54 using digital communications methods falling to 56% of those aged 65 and over.

Q4 Do you use any of the following? By age					
	16-34	35-44	45-54	55-64	65+
Base	62	90	64	46	55
The internet	91.9%	95.6%	87.5%	60.9%	41.8%
Facebook	85.5%	70.0%	50.0%	23.9%	16.4%
Email	88.7%	73.3%	56.3%	26.1%	23.6%
Text messaging	93.5%	95.6%	96.9%	82.6%	32.7%
Apps on your phone	91.9%	91.1%	82.8%	69.6%	27.3%
None of these	1.6%	-	-	13.0%	43.6%

5.3 Household internet access (Q5)

Just over 9 in 10 tenants (91%) had internet access with 81% noting that their household accesses the internet via a mobile phone and 69% having broadband internet access at home. Just 9% of respondents said that their household does not have internet access.

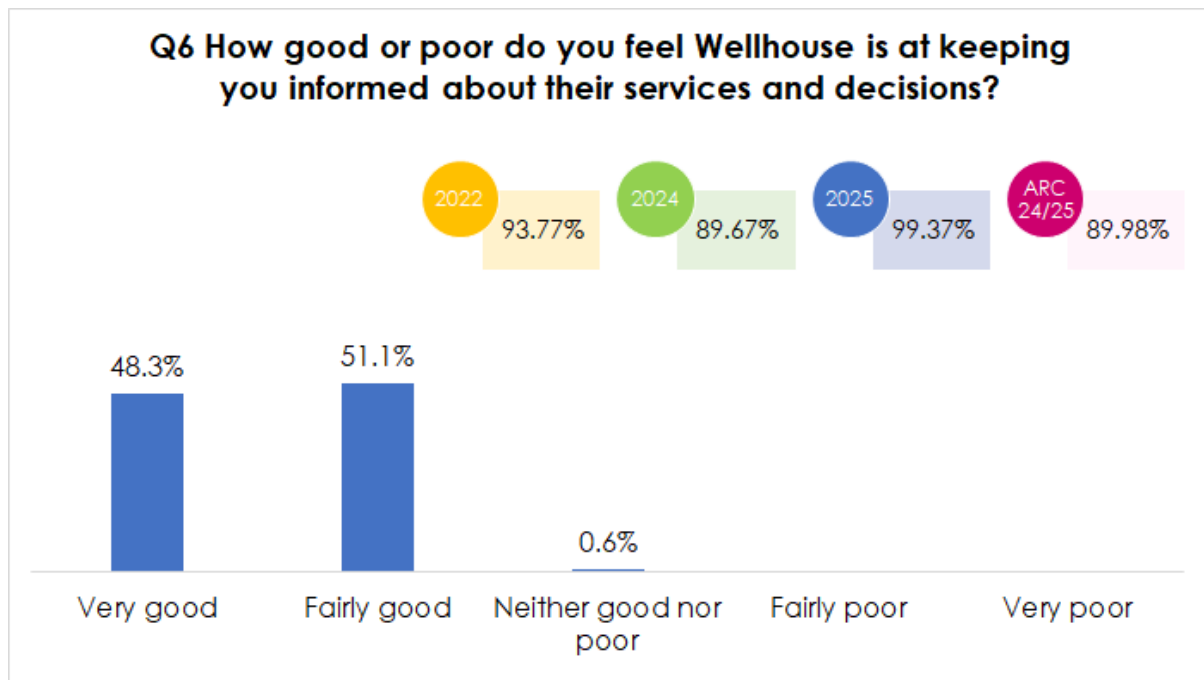


Again, internet access decreases with age from 100% for tenants aged 16-34 to 58% for tenants aged 65 and over. It is also notable that younger respondents are much more likely to be accessing the internet via a mobile whereas those aged 65+ are slightly more likely to access the internet through broadband access at home.

Q5 Does your household access the Internet through any of the following ways? By age					
	16-34	35-44	45-54	55-64	65+
Base	62	90	64	46	55
Broadband internet access at home	83.9%	77.8%	75.0%	54.3%	41.8%
Internet access through smartphone or other mobile device	93.5%	93.3%	89.1%	78.3%	38.2%
No internet access	-	1.1%	-	10.9%	41.8%

5.4 Keeping tenants informed (Q6)

In terms of keeping tenants informed, 99% of tenants rated Wellhouse very or fairly good in this respect compared to 1% who said they were neither good nor poor. No respondents said they were fairly or very poor. The overall percentage of tenants who rated the Association very or fairly good has increased from 94% in 2022 and 90% in 2024. It is also above the Scottish average of 90%.



6. PARTICIPATION

6.1 Participation activities (Q7)

In terms of the ways tenants would prefer to give their views, tenants said they would prefer to take part in face to face surveys (7%), 4% would prefer local meetings about issues in the area, 4% would prefer email/ online surveys and 3% postal surveys. The majority however, said they were uninterested in giving their views (76%).

Q7 Wellhouse provides a range of ways for tenants to get involved and give their views on services and decisions. How would you prefer to give your views?		
Base: n=317	No.	%
By taking part in face to face surveys	22	6.9%
Local meetings about issues in the area	11	3.5%
By taking part in email/ online surveys	11	3.5%
By taking part in postal surveys	10	3.2%
By coming to open days	9	2.8%
By taking part in telephone surveys	9	2.8%
By responding to consultations such as the rent consultation	7	2.2%
By attending the AGM	4	1.3%
By taking part in focus groups	2	0.6%
Other	2	0.6%
By taking part in a policy review on a particular subject	1	0.3%
By being part of the Association's Customer Opinion Panel	1	0.3%
Don't know	29	9.1%
Not interested in giving my views	240	75.7%

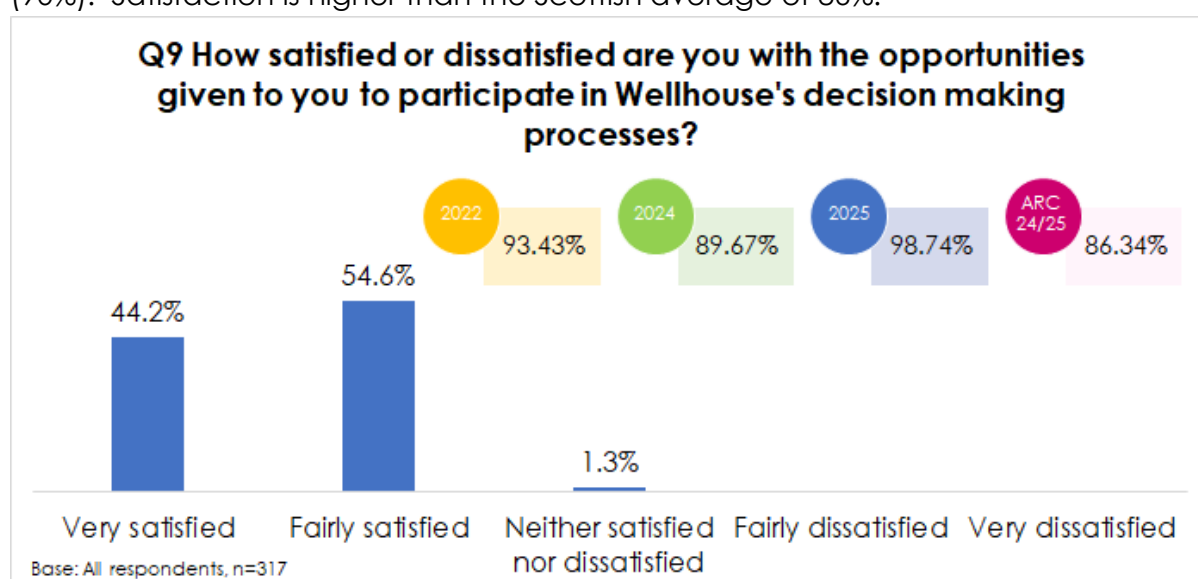
6.2 Reasons for not becoming more involved (Q8)

All tenants were asked for any reasons that prevent them from becoming more involved with the Association. The main reason given was due to a lack of interest (39%). Just under 1 in 5 tenants (17%) cited work commitments. This was followed by happy with things as they are (14%), childcare commitments (12%) and health or disability issues (12%).

Q8 What, if anything, stops you becoming more involved with Wellhouse?		
Base: n=317	No.	%
Not interested	122	38.5%
Work commitments	54	17.0%
Happy with things as they are	44	13.9%
Childcare commitments	37	11.7%
Health / disability issues	37	11.7%
They're doing a good job so I don't feel the need to get involved	21	6.6%
Don't think I have anything to contribute	16	5.0%
Not aware of any meetings/ opportunities to participate	7	2.2%
Other – please specify	6	1.9%
Lack confidence in speaking up	5	1.6%
Don't think they listen anyway	4	1.3%
Nothing, I am already involved	17	5.4%

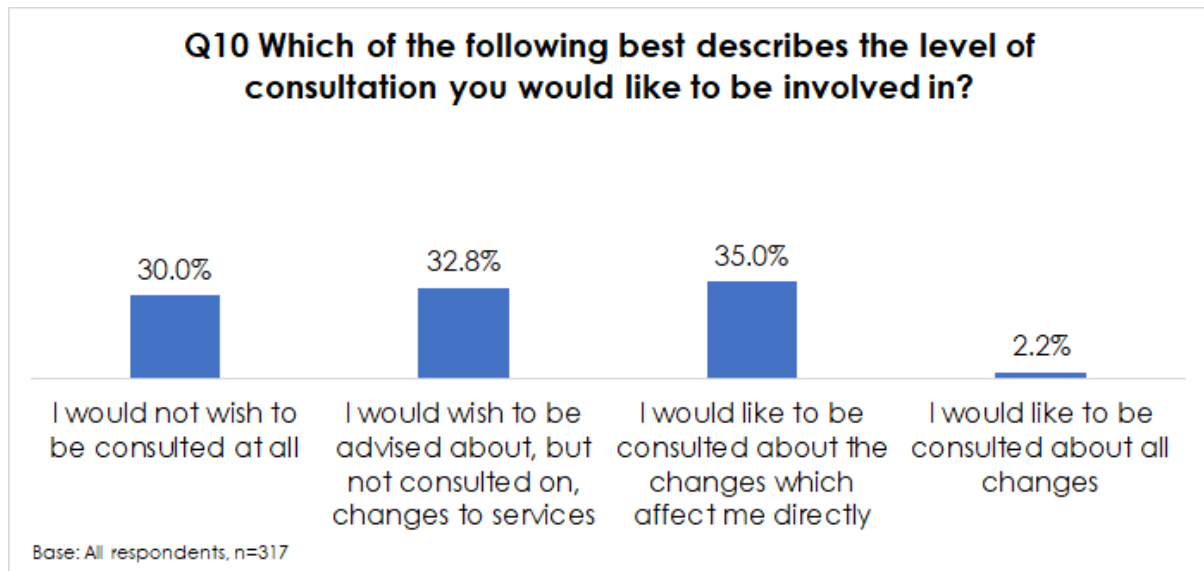
6.3 Participation opportunities (Q9)

Almost all tenants (99%) were either very or fairly satisfied with the opportunities provided to them to participate in Wellhouse's decision-making processes. Overall satisfaction has not increased compared to the 2022 survey (93%) or 2024 surveys (90%). Satisfaction is higher than the Scottish average of 86%.



6.4 Preferred level of consultation (Q10)

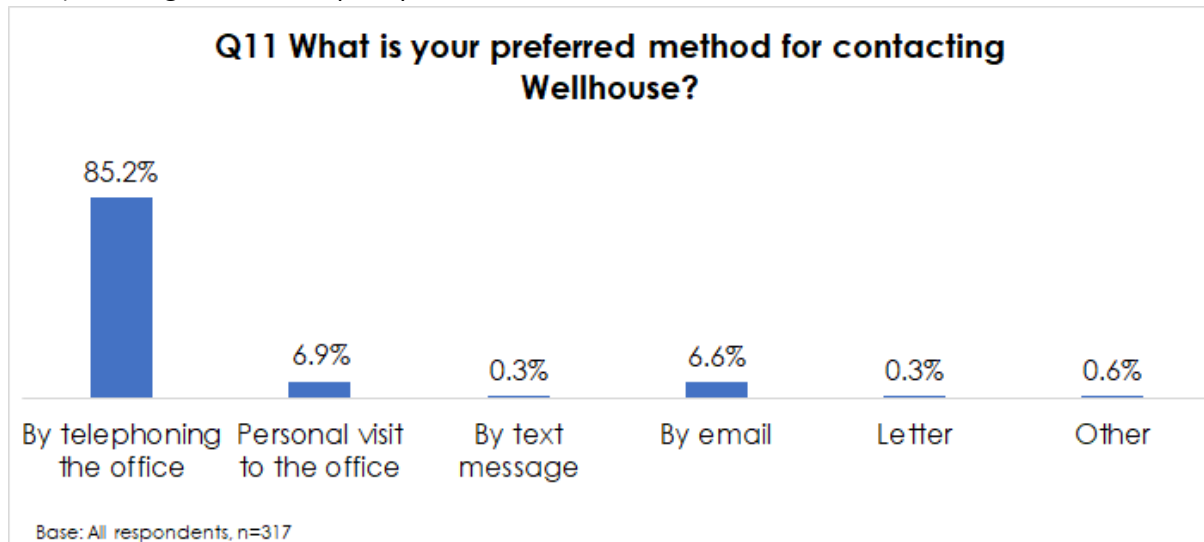
In terms of their preferred level of involvement, 30% said they would not wish to be consulted at all, 33% said they would wish to be advised about but not consulted on changes to services, 35% said they would like to be consulted about the changes which affect them directly and 2% would like to be consulted about all changes.



7. CUSTOMER CARE

7.1 Preferred contact method (Q11)

By far and away the most preferred method for contacting Wellhouse was by telephoning the office (85%).



7.2 Reason for contact in last 12 months (Q12/13)

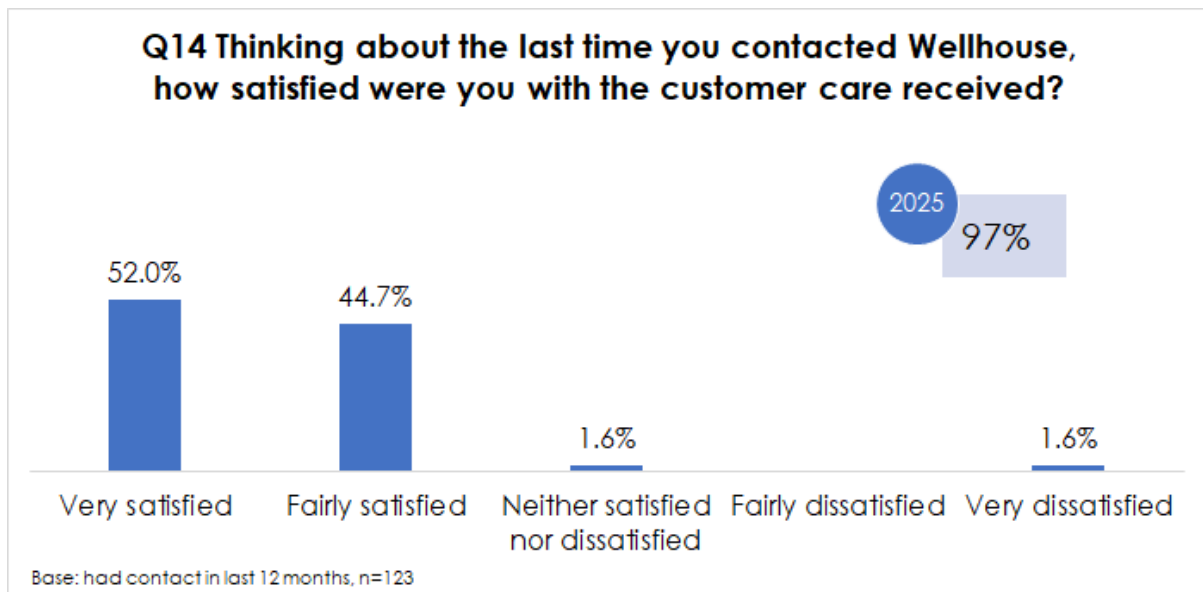
Almost four in ten tenants (39%) have contacted the Association in the last 12 months. The main reason for contacting Wellhouse was repairs (81%).

Q13 What was the reason for your last contact with Wellhouse?		
Base: Had contact in last 12 months, n=123		
	No.	%
Repairs	99	80.5%
Other	9	7.3%
To make a payment	5	4.1%
To discuss my rent	4	3.3%
To discuss a transfer or exchange	3	2.4%
To discuss planned improvements to my house	2	1.6%
To complain about a neighbour or anti-social behaviour issue	1	0.8%

Other reasons for contact included uplifts, benefits changes, requests for changes to houses.

7.3 Satisfaction with customer care (Q14/15)

The vast majority of tenants who had contacted Wellhouse were either very or fairly satisfied with the customer care received (97%).



Where tenants were not satisfied with the customer care received this was largely due to the fact that they did not achieve the resolution that they desired to their contact.

8. WELLHOUSE'S SERVICES

8.1 Service priorities (Q16)

Tenants were asked to select from a list of landlord activities and service which were most important to them. The top three priorities for tenants were:

- Providing an effective repairs service (95%)
- Modernising tenants' homes to keep them a reasonable standard (84%)
- Keeping rents and charges affordable (60%)

Q16 Which of the following landlord activities and services are most important to you?				
Base: Respondents, n=317	Top	2nd	3rd	Overall
Providing an effective repairs service	59.0%	29.3%	6.6%	95%
Modernising tenants homes to keep them a reasonable standard	19.2%	38.8%	25.6%	84%
Keeping rents and charges affordable	16.4%	14.8%	28.4%	60%
Telling residents more about what we are doing	1.9%	5.7%	12.0%	20%
Providing support for vulnerable tenants e.g. aids and adaptations	0.9%	2.5%	11.4%	15%
Providing a money advice/welfare rights service	1.6%	4.1%	7.3%	13%
Doing more to deal with neighbourhood issues (e.g. ASB, vandalism)	0.6%	0.9%	2.8%	4%
Encouraging more residents to take an active part in its decisions	0.0%	0.9%	3.2%	4%
Dealing with people who don't pay their rent or factoring charge	0.0%	2.2%	1.6%	4%
Running initiatives/activities for the benefit of the community from The Hub e.g. social activities, youth clubs, training opportunities	0.3%	0.6%	1.3%	2%

8.2 What Wellhouse is best at (Q17)

Another open-ended question was asked of Wellhouse tenants about what they felt the Association was best at. These responses have been coded into common themes. The top response was where tenants were happy with the services provided by their landlord or were generally satisfied (26%). This was followed by repairs and maintenance (16%) and good customer care/ service (13%).

Q17 Thinking of these landlord activities and services, what do you think Wellhouse is best at?		
Base: all respondents, n=317	No	%
Happy with everything/ overall	81	25.6%
Repairs and maintenance e.g. quick, done well	52	16.4%
Don't know/ unsure	50	15.8%
Customer care/ service e.g. friendly/ helpful staff	42	13.2%
No complaints/ issues	37	11.7%
Keep us informed/ communication	16	5.0%
Easy to deal with/ always happy to help	15	4.7%
Responsive/ deal with things quickly	9	2.8%
Looking after tenants/ dealing with problems	8	2.5%
Look after the area well	6	1.9%
Nothing	5	1.6%
Putting rents up/ taking rent	4	1.3%
Welfare Rights Service	3	0.9%
Other	3	0.9%
Provide good housing	3	0.9%

8.3 Suggestions for improvement (Q18)

All tenants were asked what one thing the Association could be doing to improve. The open-ended responses have been coded into categories and shown below. Two thirds of tenants (66%) said there were no improvements or they didn't know what Wellhouse could do to improve. Furthermore, 6% said that Wellhouse do a good job or that they are happy as things are and 5% said they had no complaints or issues.

The main suggestions made were for improvements to the repairs service (6%) or upgrade or improve houses (5%).

Q18 If there was one thing that Wellhouse could be doing to improve, what would it be?		
Base: all respondents, n=317	No	%
Improve repairs service e.g. quality of materials, speed, out with working hours	18	5.7%
They do a good job/ happy as things are	18	5.7%
No complaints/ issues	17	5.4%
Upgrade houses	17	5.4%
Improve garden/ common area maintenance	11	3.5%
Bins/ refuse collection	10	3.2%
Stop increasing rents	7	2.2%
Estate maintenance e.g. rubbish, rats, cleanliness	6	1.9%
Other	5	1.6%
Deal with ASB/ noisy neighbours	4	1.3%
Help tenants move to more suitable accommodation	3	0.9%
Listen more/ care more about tenants	2	0.6%
Nothing	86	27.1%
Don't know/ not sure	122	38.5%

8.4 Complaints policy (Q19)

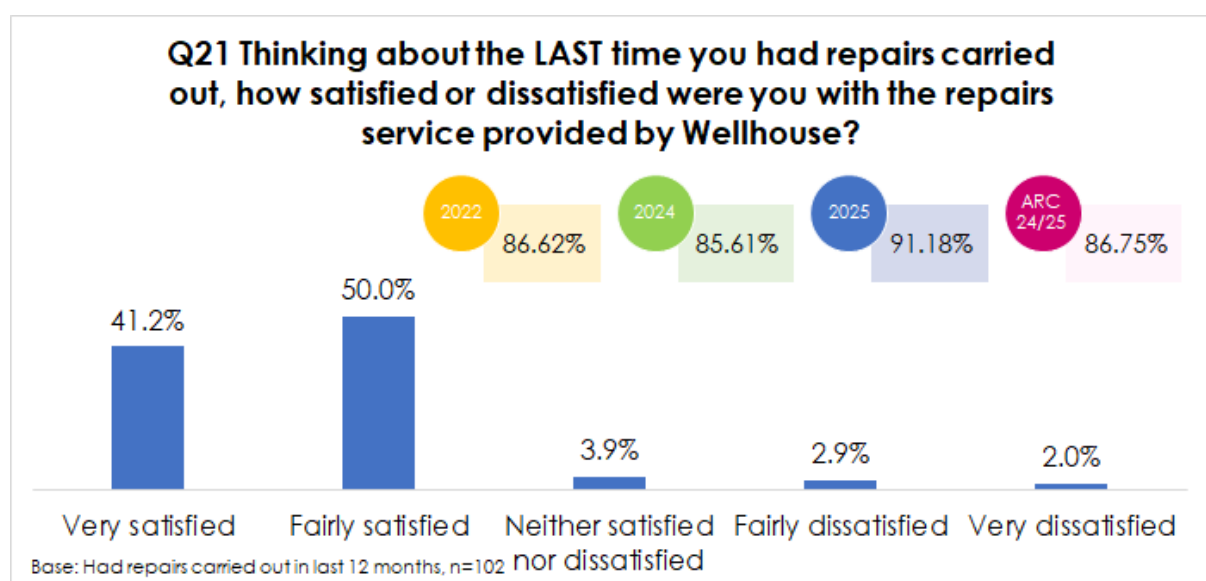
Over 9 in 10 tenants (92%) said if they were unhappy with any aspects of the service Wellhouse provides they would know how to make a complaint about this.

9. THE HOME

9.1 Satisfaction with the repairs service (Q20/21)

A third of tenants (32%) have had repairs carried out on their property within the last 12 months.

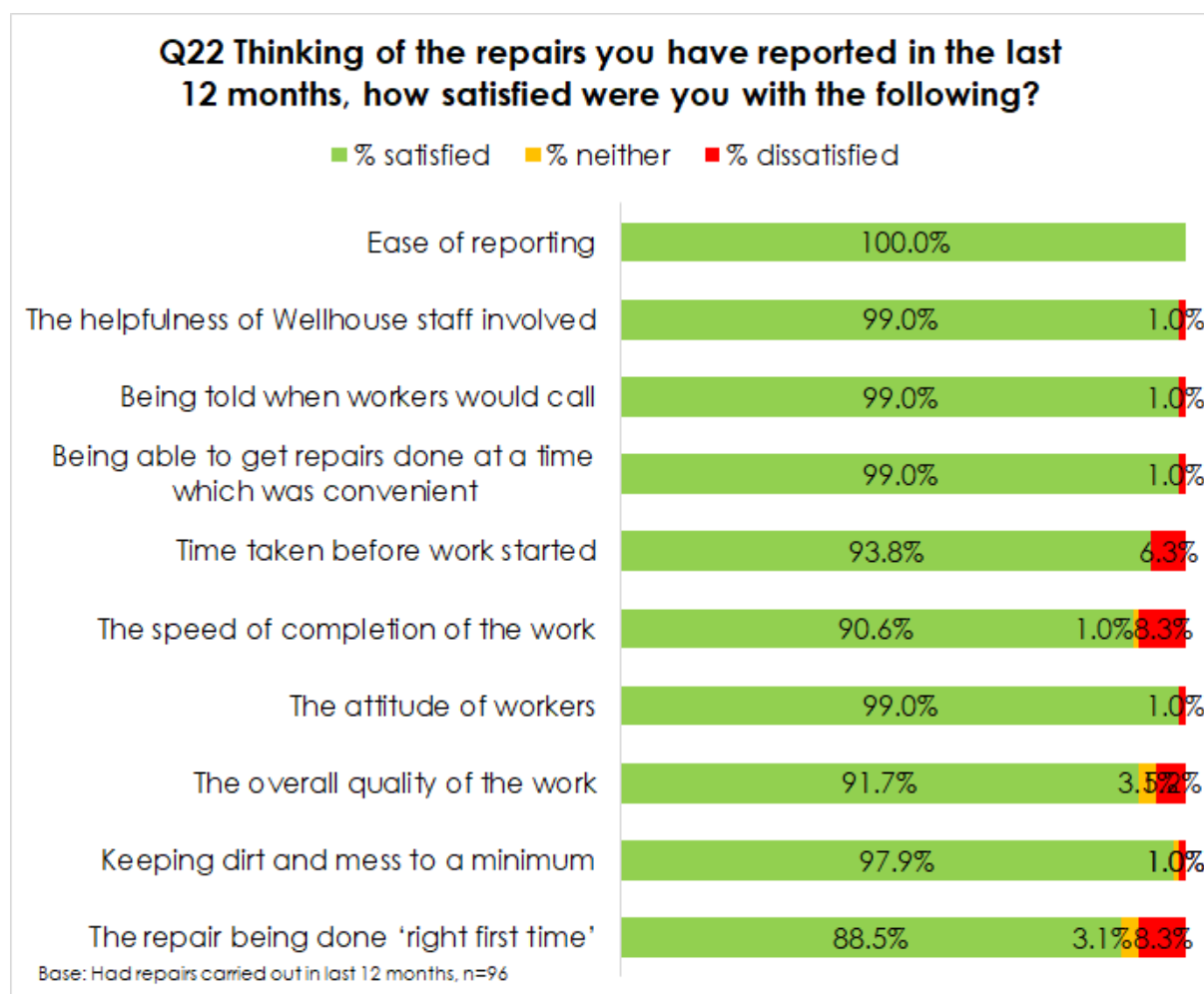
Of those who have repairs carried out, 91% said they were very or fairly satisfied with the repairs service provided by Wellhouse, 4% were neither satisfied nor dissatisfied and 5% were very or fairly dissatisfied. Overall satisfaction has increased from the 2024 results where 86% expressed satisfaction with the repairs service. It is above the Scottish average of 87%.



9.2 Satisfaction with aspects of the repairs service (Q22)

Those who had repairs carried out were asked to rate how satisfied or dissatisfied they were with various aspects of the repairs service they received.

As can be seen below, overall satisfaction is generally very high with satisfaction levels being highest regarding the ease of reporting the repair (100%). On the other hand, satisfaction was lowest regarding the repair being done 'right first time' (89%).

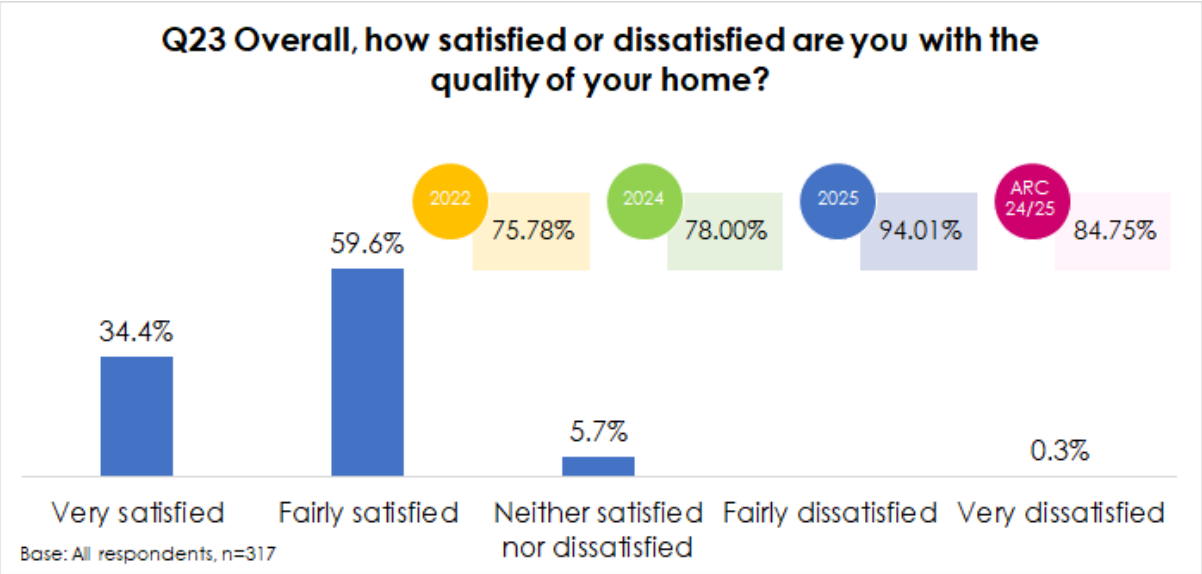


10. THE HOME

10.1 Satisfaction with the quality of the home (Q23)

Tenants were asked how satisfied or dissatisfied they were with the quality of their home. Over nine in ten tenants (94%) were very or fairly satisfied in this respect compared to 6% who were neither satisfied nor dissatisfied and 0.3% who were very dissatisfied.

The proportion of respondents who were satisfied with the quality of their home has increased from 76% in 2022 and 78% in 2024.



Where respondents were not satisfied with the quality of their home the most common reasons related to a desire of upgrade or improvement with kitchens and bathrooms most commonly mentioned.

10.2 Priorities for planned maintenance programme (Q24)

Following on from this, tenants were asked to select from a list which were their top three priorities for improvement. Top priority for tenants was kitchen replacement (29%), followed by bathroom upgrade/ replacement (27%), new internal doors (23%) and window replacement (22%).

26% said that they did not feel that any improvements were needed.

Q24 Wellhouse have a planned maintenance programme in place. What do you regard as being the 3 key priorities for maintenance in your home?				
Base: All respondents, n=353	Top	2nd	3rd	Overall
Kitchen	20.4%	6.0%	2.5%	28.7%
Bathroom upgrade/ replacement	15.6%	6.9%	4.4%	26.8%
No improvements needed	26.4%	22.7%	19.6%	26.2%
New internal doors	9.2%	6.3%	7.3%	22.7%
Window replacement	9.2%	7.9%	4.7%	21.8%
Measures to improve the energy efficiency of your home	6.7%	2.8%	2.5%	12.0%
New external doors	2.9%	6.6%	1.6%	11.0%
Boiler replacement	4.5%	4.1%	2.2%	10.7%
Other	1.6%	6.6%	2.2%	10.4%
Measures to deal with dampness/ condensation	2.2%	2.8%	2.8%	7.9%
Environmental improvements	2.2%	0.9%	0.9%	4.1%
Veranda improvements	0.0%	0.0%	0.3%	0.3%
Rewiring	0.0%	0.0%	0.0%	0.0%

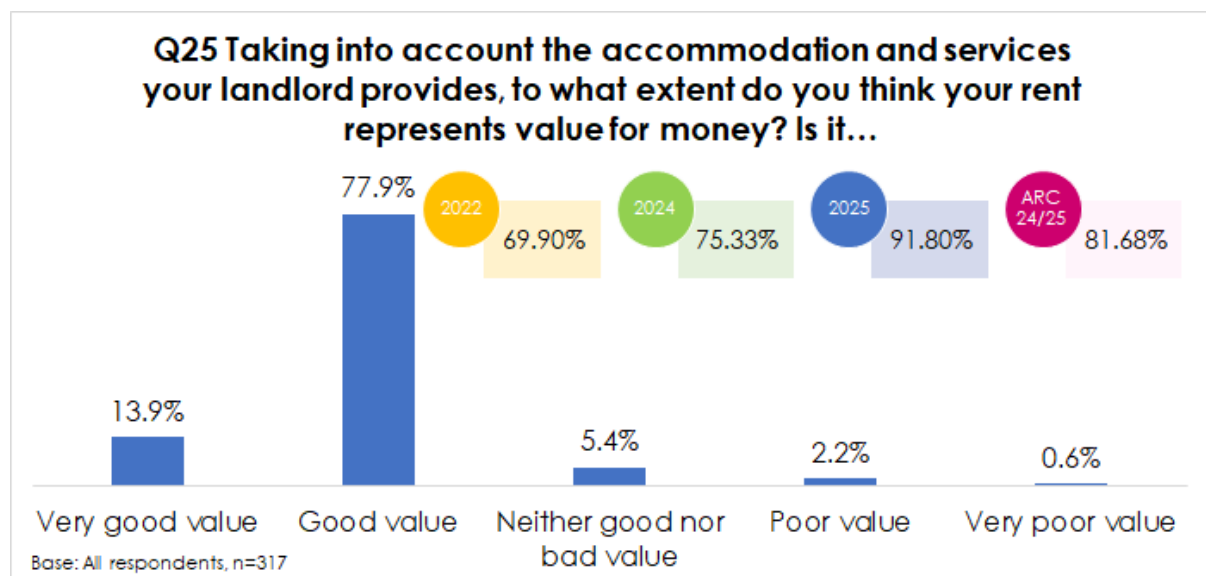
Analysis by street is shown in appendix 3 of this report.

11. AFFORDABILITY AND VALUE FOR MONEY

11.1 Value for money (Q25/26)

Just over nine in ten tenants (92%) said the rent for their home represents very good or good value for money compared to 5% who said it was neither good nor poor value for money and 3% who said it was very poor or poor value for money.

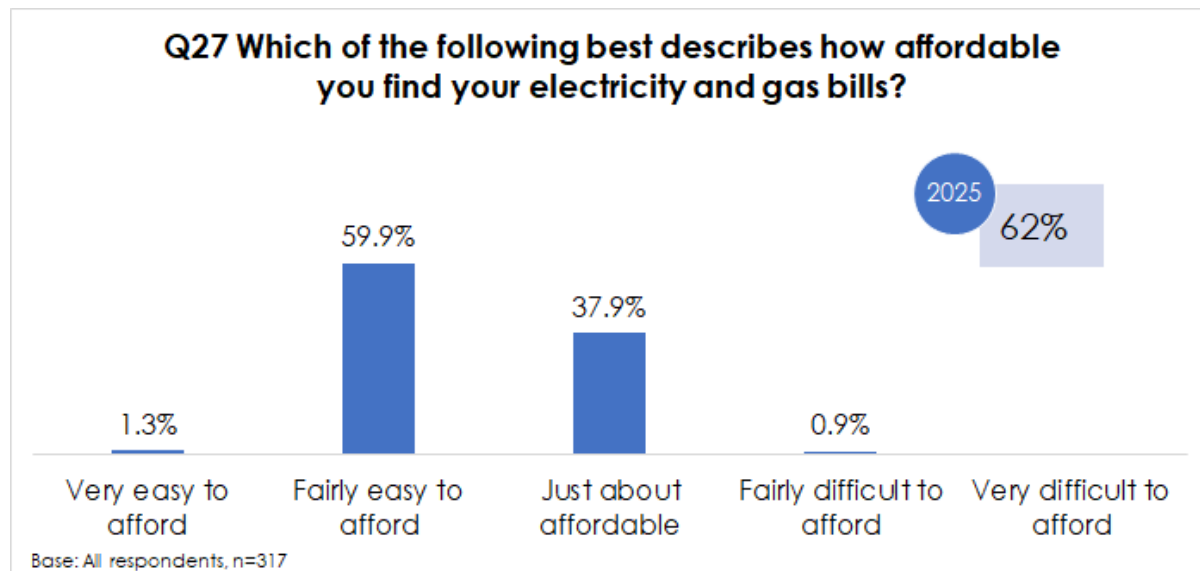
The proportion of tenants stating their rent represents good value for money has increased significantly to its highest value to date and from 70% in 2022 and 75% in 2024.



Where respondents did not consider their rent to be good value for money they were asked why they felt this way. The majority of comments were regarding rent being high or expensive. Others noted that the rent was not good value for money due to the improvements which they believe are needed to be done to improve their home or that the repairs service needs to be improved.

11.2 Affordability of electricity/ gas bills (Q27/28)

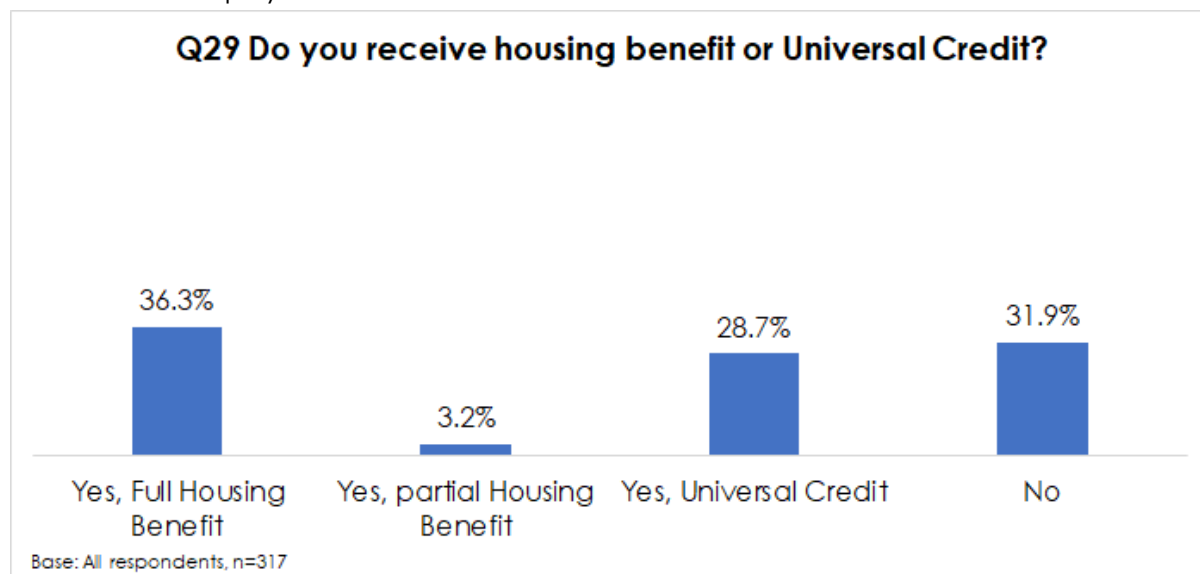
62% of tenants considered their electricity and heating bills to be very or fairly easy to afford compared to 38% who said they were just about affordable and 1% said they were difficult to afford.



A small proportion of tenants (6%) said they have chosen to not put their heating on because they couldn't afford to in the last 12 months.

11.3 Housing Benefit/ Universal Credit (Q29)

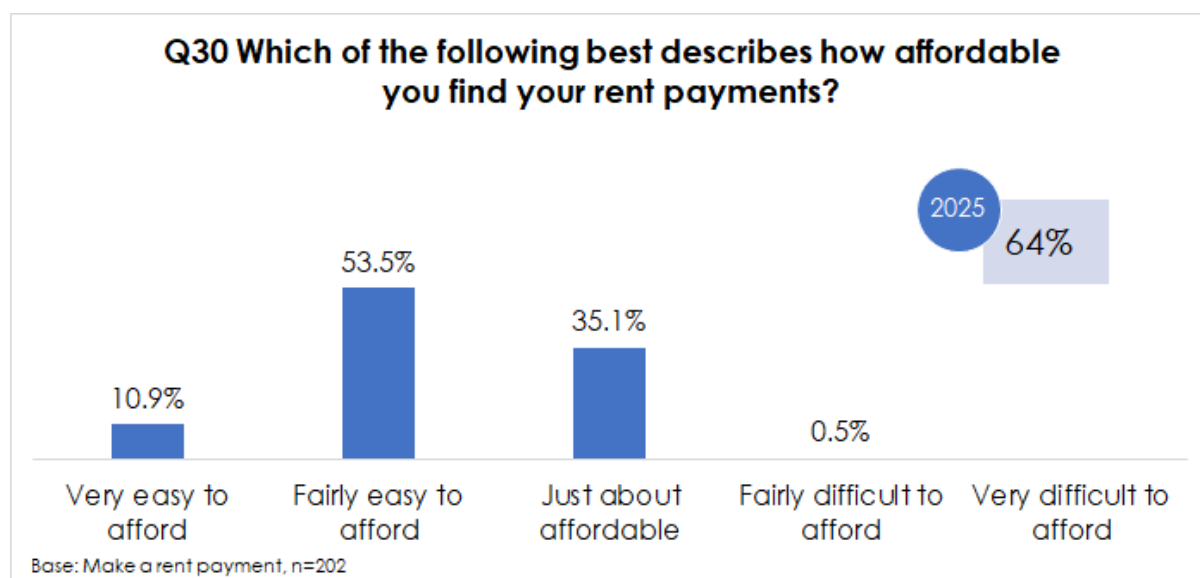
Just over two thirds of tenants (36%) said they received full housing benefit, 3% said they received partial housing benefit and 29% said they received Universal Credit. 32% of tenants pay full rent.



11.4 Affordability of rent payments (Q30)

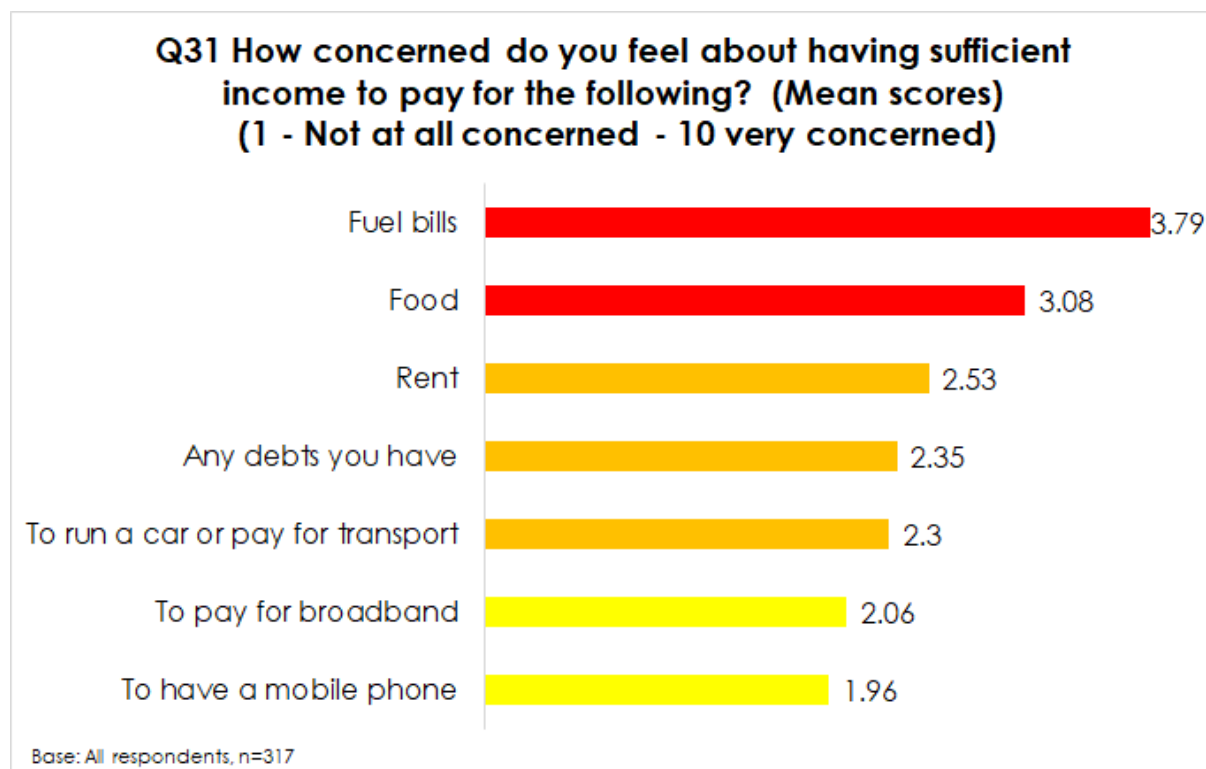
With regards to affordability of rent payments, 64% of tenants who pay their rent said their rent was very or fairly easy to afford, compared to 35% who said it was just about affordable and 0.5% who said it was very or fairly difficult to afford.

Further analysis reveals that those who receive partial housing benefit were least likely to say that they find their rent easy to afford (30%).



11.5 Financial difficulties (Q31)

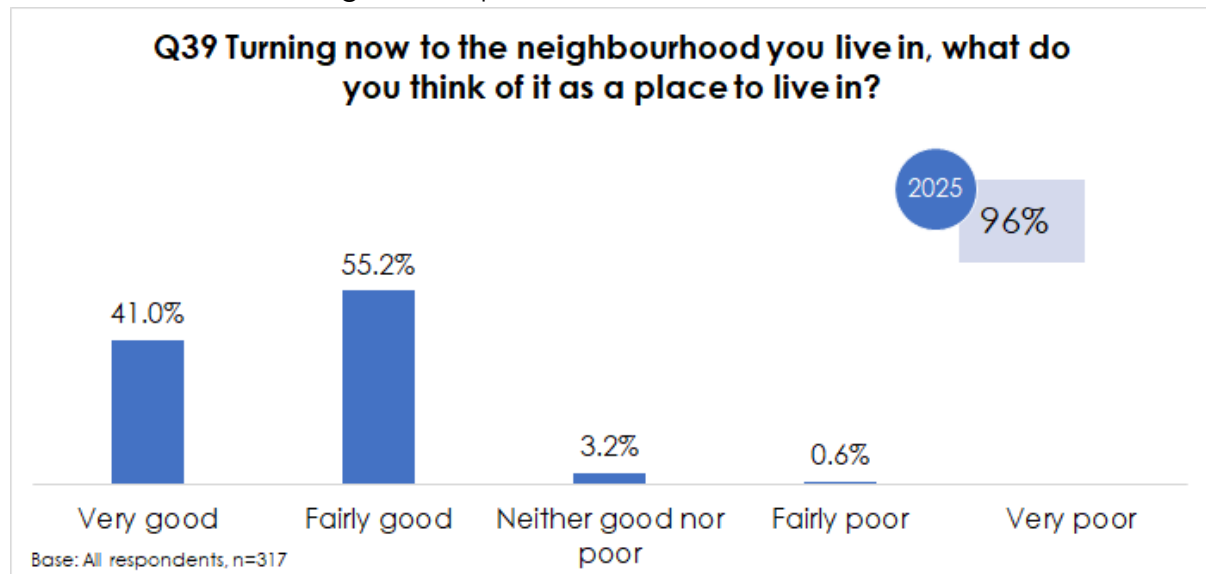
It was explained to tenants that the Association would like to understand how they can best support tenants. To help them the survey asked tenants how concerned they feel about having sufficient income to pay for various things on a scale of 1 which is not at all concerned and 10 which is very concerned. This reveals that of most concern to tenants was having sufficient income to pay for fuel bills (3.79) and this was followed by being able to afford food (3.08). Of least concern to tenants were having sufficient income to pay for broadband (2.06) and to afford a mobile phone (1.96).



12. THE NEIGHBOURHOOD

12.1 Satisfaction with neighbourhood as a place to live (Q39)

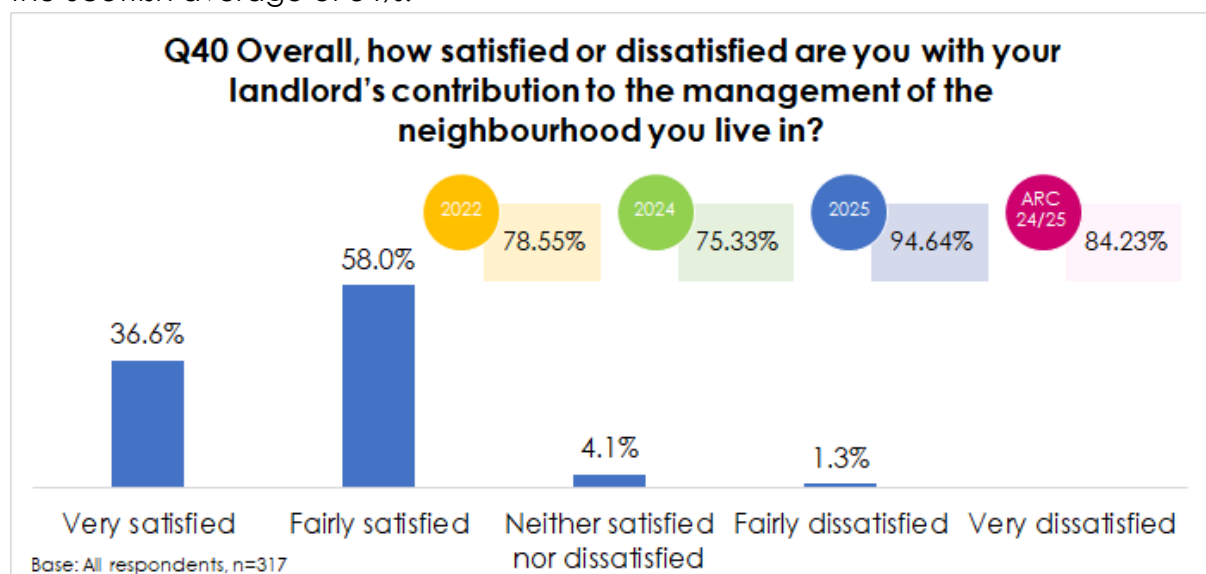
Over 9 in 10 tenants (96%) said the neighbourhood they live in was a very good or fairly good place to live compared to 1% who said it was very or fairly poor and 3% who said it was neither good nor poor.



12.2 Contribution to the management of the neighbourhood (Q40)

Nineteen out of twenty tenants who responded (95%) were either very or fairly satisfied with their landlord's contribution to the management of the neighbourhood they live in compared to 4% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied.

Overall satisfaction has increased from 79% in 2022 and 75% in 2024. It is higher than the Scottish average of 84%.

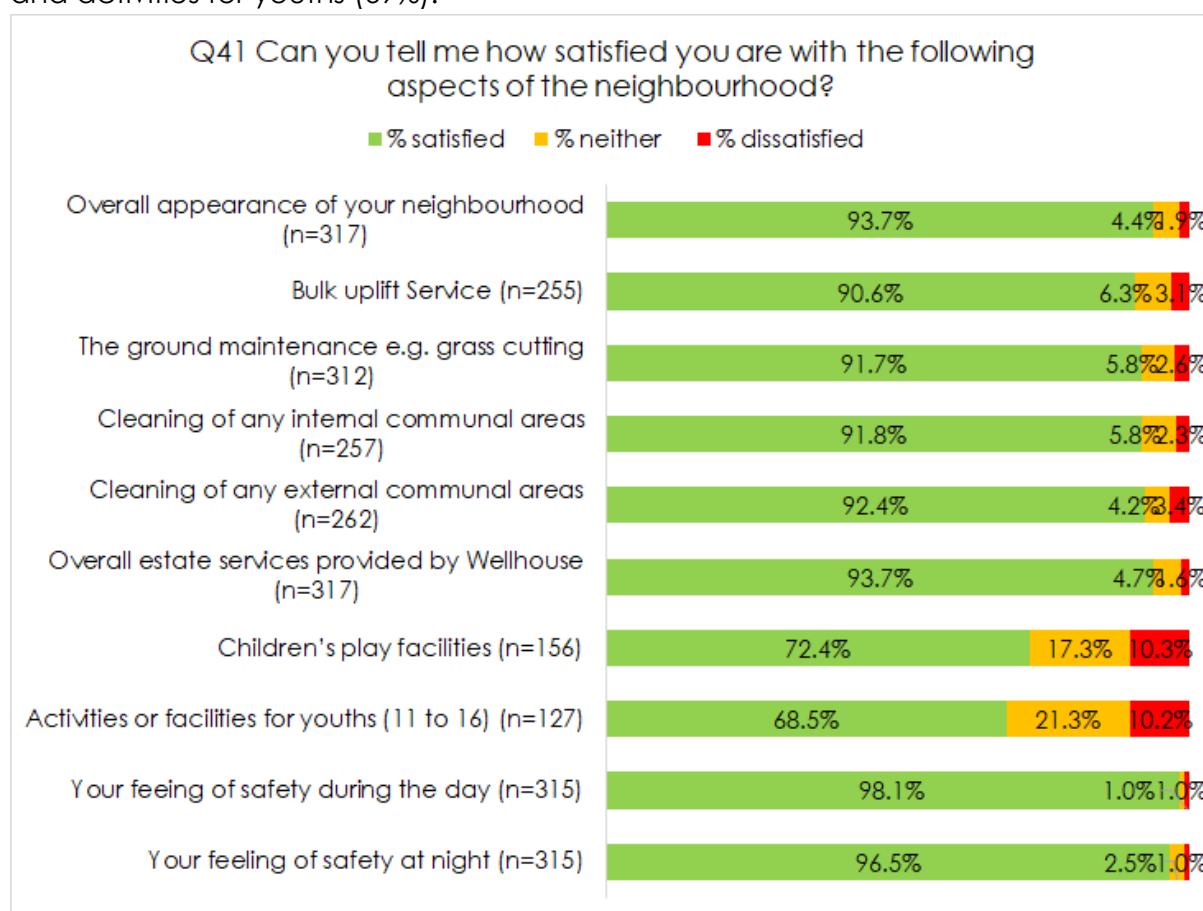


12.3 Satisfaction with aspects of the neighbourhood (Q41)

Tenants were asked to rate how satisfied or dissatisfied they were with various aspects of their neighbourhood. Satisfaction levels were highest regarding:

- Feeling of safety during the day (98%)
- Feeling of safety at night (97%)
- Overall appearance of the neighbourhood (94%)
- Overall estate services provided by Wellhouse (94%)

On the other hand, satisfaction was lowest regarding children's play facilities (72%) and activities for youths (69%).



12.4 Anti-social behaviour (Q42-44)

Only 9 tenants (3%) have experienced anti-social behaviour in the past 12 months, with the majority (8 tenants) saying they have reported this to Wellhouse. Where tenants had not reported this, this respondent said that they did not want to get involved.

13. TENANT PROFILE INFORMATION

13.1 Age profile (Q45)

One in five tenants (20%) were aged under 35, 63% were aged 35-64, and 17% were aged 65 and over.

Q45 What is your age group?		
Base: All respondents, n=317	No.	%
16-24	10	3.2%
25-34	52	16.4%
35-44	90	28.4%
45-54	64	20.2%
55-64	46	14.5%
65-74	42	13.2%
75-84	11	3.5%
85+	2	0.6%

13.2 Disability profile (Q46/47)

28% of tenants who responded said that they considered themselves to have a disability. Of those, the most common type of disability noted was a physical disability (67%) followed by some other form of disability (19%) and then mental health issues (13%). Other disabilities were typical chronic diseases such as COPD, cancer, asthma, diabetes or arthritis.

Q47 How would you describe the nature of your disability from the following list?		
Base: Respondents with a disability, n=90	No.	%
Physical impairment: (e.g. wheelchair-user, cerebral palsy)	51	56.7%
Other	17	18.9%
Mental health issue: (e.g. depression, bi-polar)	12	13.3%
Autoimmune: (e.g. multiple sclerosis, HIV, Crohn's/ulcerative colitis)	4	4.4%
Visual impairment	2	2.2%
Prefer not to say	19	21.1%

13.3 Ethnicity profile (Q48)

The vast majority of respondents were of white Scottish ethnic origin (87%). This was followed by African (5%) and White Polish (4%).

Q48 What is your ethnic group?		
Base: All respondents, n=317	No.	%
White Scottish	276	87.1%
African, Scottish African or British African	16	5.0%
White Polish	14	4.4%
Chinese, Scottish Chinese or British Chinese	3	0.9%
Other	3	0.9%
Other African background	2	0.6%
Pakistani, Scottish Pakistani or British Pakistani	1	0.3%
Indian, Scottish Indian or British Indian	1	0.3%
Other Caribbean or Black background	1	0.3%

13.4 Religion (Q49)

When asked what best describes their religion or belief, the most common response was no specific religion or belief (45%). This was followed by Catholic (31%).

Q49 What best describes your belief or religion?		
Base: All respondents, n=317	No.	%
No specific religion or belief	142	44.8%
Catholic	98	30.9%
Protestant	50	15.8%
Other Christian	12	3.8%
Prefer not to say	7	2.2%
Islam	6	1.9%
Other belief	2	0.6%

13.5 Sex and Maternity/ Paternity (Q51/52)

More females (64%) than males (35%) responded to the survey. Four respondents said they considered themselves to be a trans person.

Just 2 respondents said they were pregnant at the time of interview (1%). 5 respondents (2%) have taken maternity or paternity leave in the past year.

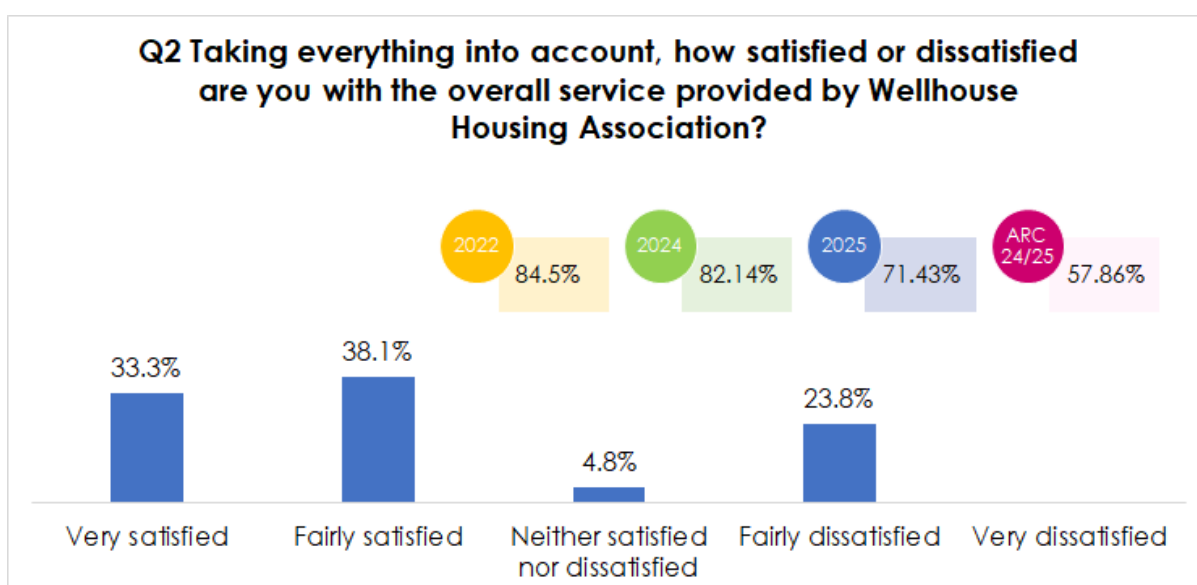
13.6 Sexuality (Q53)

Almost all respondents (99.7%) said they were heterosexual/ straight. Just one respondent said they were lesbian.

14. OWNERS RESULTS

14.1 Overall satisfaction

- A total of 21 owners were interviewed as part of Wellhouse's 2025 Customer Satisfaction Survey. Please note that care should be taken when reading percentages in these results due to the small number of respondents. Just 1 respondent equates to a total of 5%.
- Overall, 15 out of 21 owners were very or fairly satisfied with the factoring service provided by Wellhouse Housing Association (71%). Overall satisfaction is lower than was reported in 2022 (85%) and 2024 (82%). It is, however, higher than the Scottish average of 58%.



- Where respondents were not satisfied with the overall factoring service comments made related to poor close cleaning, lack of clarity of bills, poor services generally and the expense of the bill.

14.2 Information and communication

- In terms of the sources used by owners to obtain information about Wellhouse and its services, email was the preference for owners (67%) followed by letters (43%).
- Owners preferred method for contacting Wellhouse was by telephoning the office (76%) followed by email (24%).

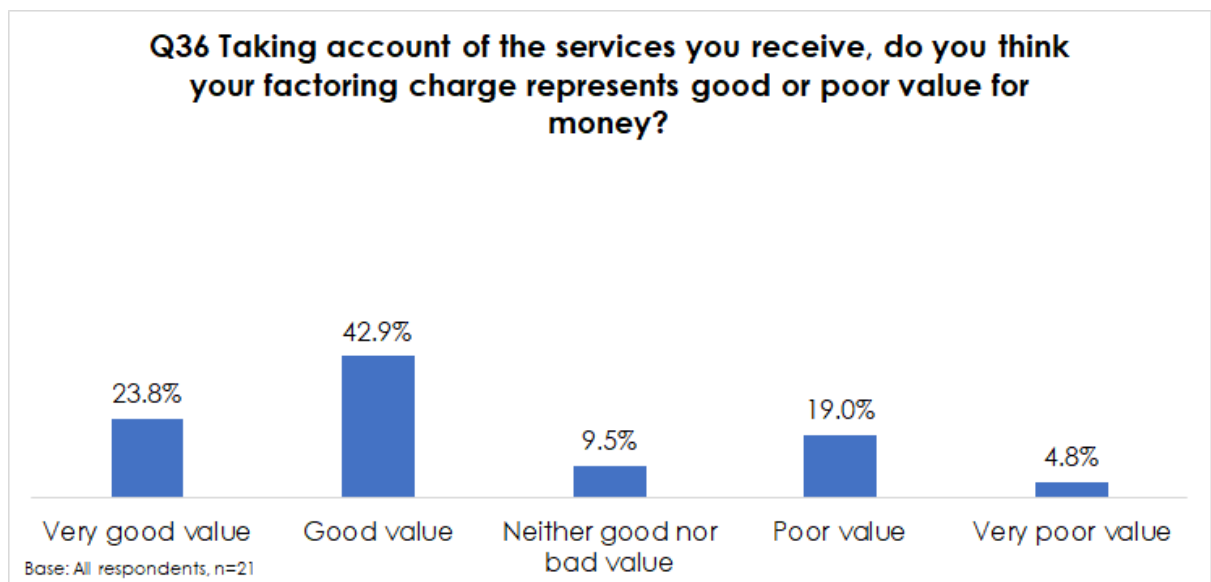
14.3 Customer care

- Just under half of owners surveyed (48%) said they had contacted Wellhouse in the last 12 months. The most common reasons were repairs (40%), the factoring service (30%) and to make a complaint about an Association service (20%).

- The majority of those who had made contact (80%) were very or fairly satisfied with the customer care they received. Where they were not satisfied comments related to poor communication and the expense of close painting.

14.4 Factoring services and charges

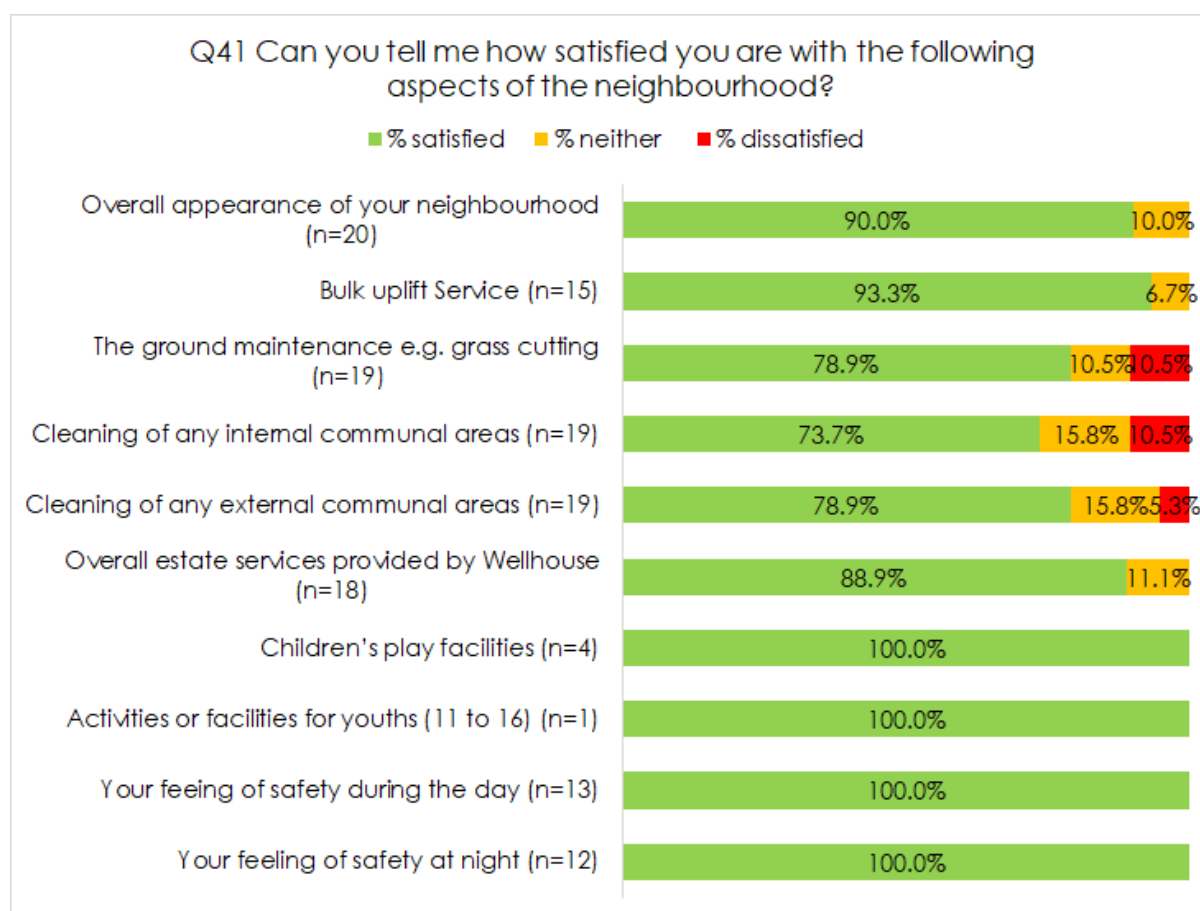
- The majority (95%, 20 out of 21) of owners were aware of their responsibilities as an owner under their Deed of Condition. The same number of owners said they had a copy of their written statement of service which explains their factoring charge and what they can expect for this.
- 81% of owners said they have enough information about how the factoring charge they pay is decided.
- When asked if there was anything else they would like Wellhouse to offer as their factor just two owners were able to provide a suggestion. One noted meetings on Zoom or Teams and the other noted do what they say they are going to do.
- In terms of value for money of the factoring charge, 67% rated it very good or good value for money compared to 10% who said it was neither good nor bad value for money and 24% who said it was poor or very poor value. The reasons given for poor value for money rating was that the bills are expensive for the services received.



- Just 2 owners would like to pay an additional charge on their quarterly invoice to pay towards future repairs, known as a "sinking fund".

14.5 The neighbourhood

- 86% of owners responding said their neighbourhood was a good place to live.
- 81% were very or fairly satisfied with their landlord's management of the neighbourhood they live in, compared to 19% who were neither satisfied nor dissatisfied.
- The chart below shows satisfaction levels with various aspects of the neighbourhood. As can be seen below, satisfaction was greatest in terms of feeling of safety and activities or facilities for children and youths. Satisfaction was lower with respect to cleaning of communal areas and ground maintenance.



- No owners had experienced anti-social behaviour in the past 12 months.

14.6 Owner profile

- 53% of owners were aged 45-64 and the remaining were aged 65 or over.
- 29% (6 owners) consider themselves to have a disability. This was most commonly a physical impairment (100%).
- 86% of owners were White Scottish and the remaining 14% were White English.
- 52% said they had no specific religion or belief. 24% were Catholic and 24% were Protestant.
- 52% were male and 48% were female. None considered themselves to be a trans person. Just 1 owner was pregnant and none had taken maternity or paternity leave in the past year.
- All owners were heterosexual/ straight.

15. CONCLUSIONS

AREAS OF HIGH PERFORMANCE

Key areas of high performance are noted below:

- **Exceptional Tenant Satisfaction**

Overall service satisfaction at 94%—a major upward shift.
Communication effectiveness at 99%.

- **Significant Upward Trends**

Management of the neighbourhood: +19 percentage points.
Value for money for rent: +16 points.
Quality of the home: +16 points.

- **Repairs and Customer Care Strengths**

Ease of reporting repairs—100% satisfied.
High-quality contractor interactions and staff helpfulness.

- **Neighbourhood Safety & Appearance**

Feeling safe daytime/night-time both above 97%.
Strong satisfaction with general estate management functions.

ACTION PLANNING

These themes highlight where there can be meaningful impact:

- **Repairs & Maintenance – First-Time Fix & Speed**

Repairs are the main reason for tenant dissatisfaction and 81% of all contact with the Association. Although overall satisfaction is high (91%), tenants still highlight:

- Delays in repairs
- Need for more “right first time” outcomes
- Quality and materials concerns

These are also the most common reasons for overall dissatisfaction.

- **Investment in Homes – Upgrades & Modernisation**

Tenant priorities for the planned maintenance programme clearly point to:

- Kitchen renewal (29%)
- Bathroom upgrades (27%)
- Window and door replacements (22–23%)

This aligns with qualitative dissatisfaction themes relating to quality of the home.

■ Support for Participation & Engagement

Although satisfaction with opportunities is very high, actual participation is low with 76% not interested in engaging with many citing lack of interest / time but tenants stating they are happy with things as they are also make up 14%. Increasing participation rates and make engagement accessible and relevant, providing flexible/ low effort ways to participate should be a focus. Promotion of “you said, we did” updates will demonstrate action as a result of participation and reinforce trust.

■ Estate & Environmental Improvements

While overall neighbourhood satisfaction is strong, issues remain with:

- Children's play facilities
- Youth activities
- Bins, refuse, bulk uplift, and littering are also mentioned in open comments as concerns.

■ Affordability Pressures

Even though rent is viewed as good value, broader financial strains exist:

- Fuel affordability is a significant concern
- A minority (6%) have gone without heating.

■ Customer Care and Communication

Customer care satisfaction is extremely high (97%), but tenants rely heavily on phone contact, while younger tenants prefer email/ digital communications. It is important to maintain this excellent service, whilst broadening the opportunity for younger tenants to engage digitally.

Appendix 1

Survey Questionnaire

TENANT/ OWNER



Project number

P1523

Project name	Wellhouse Customer Satisfaction Survey 2025
--------------	---------------------------------------------

INTRODUCTION (Read out) 'Hello, my name is _____. I am undertaking a survey for **Wellhouse Housing Association** to find out residents' views on the service they receive. It is also your chance to tell us about any areas where the Association may be able to assist residents or improve their services. The survey also asks a few questions about you and your household, including questions on protected characteristics which the Association is required to monitor. This information is only used to create an overall picture of the profile of residents and will help them develop services to meet those needs. The survey will take about 15 minutes to complete. Can you spare the time to speak me just now?

Can I assure you that all your answers will remain totally confidential and anonymous. Nobody at **Wellhouse** will know your individual answers without your permission. You do not need to answer any questions you don't want to and you have the right to end the interview at any time. Can I confirm that you are happy to take part in the survey?

**INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH RECORD
RESPONDENT SURNAME AND RRID - ENSURE THESE MATCH SAMPLE DATABASE**

INTERVIEWER RECORD FROM DATABASE:

RRID:

SURNAME:

INTERVIEWER DECLARATION:

I declare that this interview was carried out according to instructions, within the Market Research Society's Code of Conduct, and that the respondent consented to participate in the research.

1.

TENANT/ OWNER

Tenant	1	Go to Q1
Owner	2	Go to Q2

OVERALL SATISFACTION

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

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know/ no opinion	6	
[IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the overall service provided?		

2. **OWNERS [SSHC]** Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by Wellhouse Housing Association?

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
[IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the factoring service provided?		

2. INFORMATION AND COMMUNICATION

3. Wellhouse uses a range of ways to provide information about their services and decisions to tenants and factored owners. Which of the following sources do you prefer to use to obtain information about Wellhouse and its services? **SELECT ALL THAT APPLY**

Newsletters	1	Tenants Go to Q4 Owners go to Q12
Letters	2	
Email	3	
Social Media	4	
Website	5	
Local meetings	6	
Attending the AGM	7	
Reading the Annual Report	8	
Other (please specify)	9	
Don't know	10	

4. Do you use any of the following? [INTERVIEWER READ OUT LIST TO THE END AND TICK ALL THAT APPLY]

The internet	1	Go to Q5
Facebook	2	
Email	3	
Text messaging	4	
Apps on your phone	5	
None of these	6	

5. Does your household access the Internet through any of the following ways?
[INTERVIEWER READ OUT ALL ON LIST AND TICK ALL THAT APPLY - MULTI]

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	

6. **[SSHHC]** How good or poor do you feel Wellhouse is at keeping you informed about their services and decisions?

Very good	1	Go to Q7
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	
[IF NOT GOOD: CODE 3,4,5] Can you explain how Wellhouse could improve how they keep you informed?		

3. PARTICIPATION

7. Wellhouse provides a range of ways for tenants to get involved and give their views on services and decisions. How would you prefer to give your views? *(Select all that apply)*

By attending the AGM	1	Go to Q8
By taking part in a policy review on a particular subject	2	
By responding to consultations such as the rent consultation	3	
By taking part in face to face surveys	4	
Local meetings about issues in the area	5	
By coming to open days	6	
By taking part in focus groups	7	
By being part of the Association's Customer Opinion Panel	8	
By taking part in telephone surveys	9	
By taking part in postal surveys	10	
By taking part in email/ online surveys	11	
By becoming a member of the Management Committee	12	
Other (please specify)	13	
Don't know	14	
Not interested in giving my views	15	

8. What, if anything, stops you becoming more involved with Wellhouse? [INTERVIEWER: DO NOT PROMPT]

Childcare commitments	1	Go to Q9
Work commitments	2	
Health / disability issues	3	
They're doing a good job so I don't feel the need to get involved	4	
Not interested	5	
Don't think I have anything to contribute	6	
Lack confidence in speaking up	7	
Don't understand enough about the work of the Association	8	
Not aware of any meetings/ opportunities to participate	9	
Don't think they listen anyway	10	
Happy with things as they are	11	
Other – please specify	12	
Nothing, I am already involved	13	

9. [SSHCH] How satisfied or dissatisfied are you with the opportunities given to you to participate in Wellhouses decision making processes?

Very satisfied	1	Go to Q10
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

- 10.** Which of the following best describes the level of consultation you would like to be involved in? *(Select one only)*

I would not wish to be consulted at all	1	Go to Q11
I would wish to be advised about, but not consulted on, changes to services	2	
I would like to be consulted about the changes which affect me directly	3	
I would like to be consulted about all changes	4	

4. CUSTOMER CARE

- 11.** What is your preferred method for contacting Wellhouse? SINGLE RESPONSE

By telephoning the office	1	Go to Q12
Personal visit to the office	2	
By text message	3	
By email	4	
Letter	5	
Other (please specify)	6	

- 12.** Have you contacted Wellhouse within the last 12 months? [ASK ALL]

Yes	1	Go to Q13
No	2	Go to Q16

- 13.** What was the reason for your last contact with Wellhouse?

Repairs	1	Go to Q14
To make a payment	2	
To complain about a neighbour or anti-social behaviour issue	3	
To complain about a Association service	4	
To discuss planned improvements to my house	5	
To discuss a transfer or exchange	6	
Factoring service	7	
To discuss my rent	8	
Other (please specify)	9	

- 14.** Thinking about the last time you contacted Wellhouse, how satisfied were you with the customer care received?

Very satisfied	1	Go to Q16
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q15
Fairly dissatisfied	4	
Very dissatisfied	5	

- 15.** Can you explain why you weren't satisfied with the customer care provided the last time you had contact with the Association?

TENANTS GO TO Q16; OWNERS GO TO Q32

5. WELLHOUSE'S SERVICES [TENANTS ONLY, OWNERS GO TO Q32]

- 16.** Which of the following landlord activities and services are most important to you. Please choose your top priority, 2nd top priority and 3rd top priority?

	Top	2 nd	3 rd	
Providing an effective repairs service	1	1	1	Go to Q17
Modernising tenants homes to keep them a reasonable standard	2	2	2	
Dealing with people who don't pay their rent or factoring charge	3	3	3	
Encouraging more residents to take an active part in its decisions	4	4	4	
Telling residents more about what we are doing	5	5	5	
Keeping rents and charges affordable	6	6	6	
Doing more to deal with neighbourhood issues(eg ASB, vandalism)	7	7	7	
Running initiatives/activities for the benefit of the community from The Hub e.g. social activities, youth clubs, training opportunities	8	8	8	
Providing a money advice/welfare rights service	9	9	9	
Providing support for vulnerable tenants eg aids and adaptations	10	10	10	

- 17.** Thinking of these landlord activities and services, what do you think Wellhouse is best at?
[INTERVIEWER: PROBE FULLY]

- 18.** If there was one thing that Wellhouse could be doing to improve, what would it be?
[INTERVIEWER: PROBE FULLY]

- 19.** If you were unhappy with any aspect of the service Wellhouse provides, would you know how to make a complaint about this?

Yes	1	Go to Q20
No	2	

6. REPAIRS [TENANTS ONLY, OWNERS GO TO Q32]

- 20. [SSHHC]** Have you had any repairs carried out on this property in the last 12 months?

Yes	1	Go to Q21
No	2	Go to Q23

- 21. [SSHHC]** Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Wellhouse?

Very satisfied	1	Go to Q22
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

- 22.** Thinking of the repairs you have reported in the last 12 months, how satisfied were you with the following?

	VS	FS	NN	FD	VD	DK	
Ease of reporting	1	2	3	4	5	6	Go to Q23
The helpfulness of Wellhouse staff involved	1	2	3	4	5	6	
Being told when workers would call	1	2	3	4	5	6	
Being able to get repairs done at a time which was convenient	1	2	3	4	5	6	
Time taken before work started	1	2	3	4	5	6	
The speed of completion of the work	1	2	3	4	5	6	
The attitude of workers	1	2	3	4	5	6	
The overall quality of the work	1	2	3	4	5	6	
Keeping dirt and mess to a minimum	1	2	3	4	5	6	
The repair being done 'right first time'	1	2	3	4	5	6	

7. YOUR HOME [TENANTS ONLY]

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

Very satisfied	1	Go to Q24
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
[IF NOT SATISFIED: CODE 3,4,5] Can you explain why?		

- 24.** SHOWCARD Wellhouse have a planned maintenance programme in place. What do you regard as being the 3 key priorities for maintenance in your home?

	Tick <u>one</u> box per column		
	Top Priority	2 nd Priority	3 rd Priority
Kitchen	1	1	1
Boiler replacement	2	2	2
Window replacement	3	3	3
Veranda improvements	4	4	4
Rewiring	5	5	5
Bathroom upgrade/ replacement	6	6	6
New internal doors	7	7	7
New external doors	8	8	8
Measures to deal with dampness/ condensation	9	9	9
Measures to improve the energy efficiency of your home	10	10	10
Environmental improvements	11	11	11
No improvements needed	12	12	12

Other (please specify)	13	13	13
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8. AFFORDABILITY AND VALUE FOR MONEY [TENANTS ONLY]

25. [SSHCH] Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it...

Very good value	1	Go to Q27
Good value	2	
Neither good nor bad value	3	Go to Q26
Poor value	4	
Very poor value	5	

26. Can you explain why you say that?

27. Which of the following best describes how affordable you find your electricity and gas bills?

Very easy to afford	1	Go to Q28
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

28. In the last 12 months, have you chosen to not put your heating on because you couldn't afford to?

Yes	1	Go to Q29
No	2	
Don't know	3	

29. Do you receive housing benefit or Universal Credit?

Yes, Full Housing Benefit	1	Go to Q31
Yes, partial Housing Benefit	2	Go to Q30
Yes, Universal Credit	3	
No	4	

30. Which of the following best describes how affordable you find your rent payments?

Very easy to afford	1	Go to Q31
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

31. Wellhouse would like to understand how they can best support tenants. To help them, can you tell me how concerned do you feel about having sufficient income to pay for the following?

	<div> <div>Not at all concerned</div> <div></div> <div>Very concerned</div> </div>									
Any debts you have	1	2	3	4	5	6	7	8	9	10

Rent	1	2	3	4	5	6	7	8	9	10
Food	1	2	3	4	5	6	7	8	9	10
Fuel bills	1	2	3	4	5	6	7	8	9	10
To run a car or pay for transport	1	2	3	4	5	6	7	8	9	10
To pay for broadband	1	2	3	4	5	6	7	8	9	10
To have a mobile phone	1	2	3	4	5	6	7	8	9	10

NOW GO TO Q39

9. FACTORING CHARGES [OWNERS ONLY]

32. Are you aware of your responsibilities as an owner under your Deed of Condition?

Yes	1	Go to Q33
No	2	

33. Do you have a copy of your written statement of service which explains your factoring charge and what you can expect for this?

Yes	1	Go to Q34
No	2	

34. Do you have enough information about how the factoring charge you pay is decided?

Yes	1	Go to Q35
No	2	

35. Is there anything else you would like Wellhouse to offer, as your factor?

Yes (please explain)	1	Go to Q36
No	2	

36. Taking account of the services you receive, do you think your factoring charge represents good or poor value for money?

Very good value	1	Go to Q38
Good value	2	
Neither good nor bad value	3	Go to Q37
Poor value	4	
Very poor value	5	

37. Can you explain why you say that?

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38. Would you like to pay an additional charge on your quarterly invoice to pay towards future repairs? This is known as a 'sinking fund'.

Yes	1	Go to Q39
No	2	

10. YOUR NEIGHBOURHOOD [ASK ALL]

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

Very good	1	Go to Q40
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

40. [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 Q41
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

41. Can you tell me how satisfied 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 Q42
Bulk uplift Service	1	2	3	4	5	6	
The ground maintenance e.g. grass cutting	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 Wellhouse	1	2	3	4	5	6	
Children's play facilities	1	2	3	4	5	6	
Activities or facilities for youths (11 to 16)	1	2	3	4	5	6	
Your feeling of safety during the day	1	2	3	4	5	6	
Your feeling of safety at night	1	2	3	4	5	6	

42. Have you experienced any anti-social behaviour in the past 12 months?

Yes	1	Go to Q43
No	2	Go to Q45

43. Did you report this to Wellhouse?

Yes	1	Go to Q45
No	2	Go to Q44

44. Why did you not report the anti-social behaviour to Wellhouse? ALL THAT APPLY. AFTER EACH RESPONSE ASK Anything else?

Did not want to get involved	1	Go to Q45
Didn't think anything would be done	2	
Didn't know who or where to report the problem to	3	
Someone else reported the problem	4	
Other (please specify)	5	

11. RESIDENT INFORMATION [ASK ALL]

Finally, I'd like to ask you some questions about you and your household. This information is strictly confidential and will not be passed onto Wellhouse with any reference to your address or name. This information is only used to create an overall picture of the type of people who live in the area. Wellhouse have a legal obligation to make sure that they do not discriminate against any members of society and want to ensure that human rights legislation is applied for all members of the community. These questions will help them prepare their services in the future in a way which meets the needs of the community. Can I remind you that you do not have to answer anything you do not want to. If you would prefer not to answer any question, please just say and I will move on to the next one.

45. 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

46. Do you consider yourself to have a disability?

Yes	1	Go to Q47
No	2	Go to Q48

47. How would you describe the nature of your disability from the following list?

Autoimmune: (e.g. multiple sclerosis, HIV, Crohn's/ulcerative colitis)	1
Learning difficulties: (e.g. Down's Syndrome)	2
Mental health issue: (e.g. depression, bi-polar)	3
Neuro-divergent condition: (e.g. autistic spectrum, Dyslexia, dyspraxia)	4
Physical impairment: (e.g. wheelchair-user, cerebral palsy)	5
Hearing impairment)	6
Visual impairment	7
Other (please specify)	8

Prefer not to say	9

48. 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

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

D African

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

E Caribbean or Black

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

F Other ethnic group

Other, please write in	20
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49. 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

50. What is your sex?

Male	1
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Female	2
Intersex	3
Prefer not to say	4

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

Yes	1
No	2
Prefer not to say	3

52. Pregnancy and maternity

	Yes	No	Prefer not to say
Are you pregnant?	1	2	3
Have you taken maternity or paternity leave in the past year?	1	2	3

53. What is your sexual orientation?

Heterosexual / Straight	1
Gay man	2
Lesbian	3
Bi/ bisexual	4
Other	5
Prefer not to say	6

12. FINAL COMMENTS

54. All the comments you have made so far are completely confidential and anonymous. Wellhouse will not know what you have said as an individual, they will only receive overall results. However, if you have any outstanding issues or areas of dissatisfaction which you feel you would like to discuss with Wellhouse I am happy to take these back to Wellhouse for you. Do you have any outstanding issues that you would like us to take back to them so that they can contact you about these?

Yes	1	Go to Q55
No	2	Thank and close

55. If yes, please can you explain what the issues you have are?

56. Are you happy for us to pass over a note of your issue to Wellhouse in order that someone from Wellhouse to phone you to discuss this further?

Yes, wish Wellhouse to contact me	1
No, would rather contact Wellhouse directly	2

- **Thank you very much for completing the questionnaire.**
- **Would you like to take a note of our website address where you will be able to find out more about Research Resource and our privacy notice which will tell you how we use your data.**

Appendix 2

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	Wellhouse Housing Association Customer Satisfaction Survey
Project number	P1523
Objectives of the research	The overall aim of the research was to provide Wellhouse with up to date feedback on customers' views on the landlord services provided and to inform future policy and practice.
Target population	Tenants and owner occupiers of the Association.
Description of sample frame/ source and validation methods if applicable	A database was provided by Wellhouse containing tenants names, addresses and phone numbers. Leased and void properties were excluded from this database.
Sampling method (probability or non probability) and quotas used	Interviews were spread across the organisation's stock with a quota based approach taken to ensure a rough pro rata spread of interviews across the stock was achieved.
Sample units drawn	All customers were in scope for the research with the exception of non-resident owners who do not live in the property and sublet.
Target sample size	40% response rate
Achieved sample size and reasons if target not achieved	317 completed interviews
Date of fieldwork	Interviewing took place between the 7 th November and the 1 st December 2025
Data collection method	The tenant survey was carried out using interviewer led face to face and telephone interviews carried out. Tenant interviews were completed face to face and owner interviews using a combination of face to face and telephone methods with resident owners surveyed face to face and non resident by telephone.
Response rate and definition and method of how calculated	43% of tenants (317 interviews from an in-scope tenant population of 732) 40% of owners (21 interviews from an in-scope owner population of 52)
Questionnaire length	c. 15 minutes
Any incentives?	No
Number of interviewers	7
Interview/ self completion validation methods	5% of Telephone interviews have been validated by remote listening. 10% of field interviews have been validated by respondent recontact.
Showcards or any other materials used?	None.
Weighting procedures (if applicable)	Not applicable. The interview profile is relatively in line with the overall tenant population profile. We are therefore comfortable that the coverage of the tenant population is sufficiently close that

	weighting of survey data is not required. The data reported is therefore unweighted.
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings and methods of statistical analysis if applicable	+/-4.15% for tenants based upon a 50% estimate at the 95% confidence level

Appendix 3

Data tables

Analysis of priorities for the home by phase

Q24 Wellhouse have a planned maintenance programme in place. What do you regard as being the 3 key priorities for maintenance in your home?												
	Base	Kitchen	Boiler	Window	Veranda	Bathroom	Internal doors	External doors	Measures to deal with dampness/condensation	Measures to improve the energy efficiency of your home	Environmental improvements	No improvements needed
Phase 7 New Build 2015	19	11%	0%	32%	0%	0%	21%	0%	11%	11%	11%	37%
Phase 4 New Build 2002	23	9%	9%	35%	0%	17%	17%	13%	4%	9%	0%	35%
Phase 1 Refurb 1996	25	28%	4%	4%	0%	12%	32%	4%	8%	24%	4%	44%
Phase 2B New Build 2000	4	75%	50%	25%	0%	50%	25%	0%	0%	0%	0%	0%
Phase 2A New Build 1998	7	86%	43%	43%	0%	14%	29%	0%	0%	0%	0%	0%
Phase 3 GHA Transfer 2010	15	7%	7%	7%	0%	27%	0%	0%	0%	0%	0%	27%
Phase 6 New Build 2008	19	47%	32%	16%	0%	47%	42%	21%	5%	11%	0%	5%
Phase 10 GHA Transfer 2010	14	0%	0%	0%	0%	43%	7%	0%	0%	0%	21%	14%
Phase 9 GHA Transfer 2010	24	54%	25%	13%	4%	38%	17%	17%	4%	8%	8%	25%
Phase 5 New Build 2004	53	25%	6%	40%	0%	32%	28%	17%	13%	19%	2%	21%
Phase 3 Refurb 2001	12	17%	8%	0%	0%	0%	8%	8%	0%	8%	0%	17%
Phase 8 GHA Transfer 2010	34	44%	18%	29%	0%	41%	29%	12%	6%	9%	6%	9%
Phase 2B Refurb 2000	18	6%	6%	11%	0%	11%	28%	17%	0%	22%	6%	22%
Phase 2A Refurb 1998	14	36%	0%	7%	0%	0%	21%	14%	7%	0%	7%	36%
Phase 5 GHA Transfer 2010	14	79%	0%	50%	0%	57%	0%	14%	21%	21%	0%	14%
Phase 3 New Build 2001	6	0%	17%	17%	0%	17%	0%	0%	0%	0%	0%	17%
Phase 4 GHA Transfer 2010	16	6%	6%	6%	0%	31%	38%	13%	31%	19%	0%	31%