



**Lister Housing Co-operative
2022 Tenant Satisfaction Survey
Report & Key Findings**



Introduction

Lister Housing Co-operative are required to conduct regular surveys of their tenants and pass the data to the Scottish Housing Regulator

The Housing (Scotland) Act 2010 and the Scottish Social Housing Charter introduced an obligation upon landlords to undertake regular surveys of their tenants. The Charter requires that landlords report against a set of key outcomes on a regular basis and report these to the Scottish Housing Regulator.

The Scottish Housing Regulator has laid out a list of predefined questions and a regulatory framework and guidance within which these questions must be asked. Lister Housing Co-operative engaged the services of Welgo to co-ordinate a multi-format survey of its tenants.

Methodology

Paper Postal Surveys

Postal surveys were hand-delivered to all tenants including an explanatory letter and a non-prepaid return envelope addressed to Welgo was included, also included were instructions that surveys could be returned by hand to the Lister office. As returns were received their survey response numbers were checked off to ensure no duplication. Details of response rate and respondent reference numbers were available to Lister Housing Co-operative, to facilitate the issuance of two rounds of hand-delivered reminders which were sent to those who had not returned a completed survey. Each of these reminders contained a letter and duplicate of the survey and a return envelope.

Online Surveys

The survey was also made available online to all respondents via lister.coop/survey. Respondents were encouraged to use the online version of the survey. A Quick Read code (QR Code), scannable via a mobile device was printed on the letter and survey form to promote ease of access, a link was also placed in the news section of the Lister website. Tenants were also made aware via the letters and news section of the Lister website that using the online version would help to reduce Lister's costs. The online version was designed to be identical to the paper version and all questions were exactly the same. The main benefits to Lister of having responses collected online was reduced processing costs and increased respondent accuracy.

To ensure no overlap or duplication of responses reference numbers were also crosschecked and any queries referred to Lister Housing Co-operative.

Combined methodology

The combination of the two methodologies allowed for better response tracking and reduced response processing whilst ensuring that all tenants had the opportunity to respond in a manner that worked for them. It also helped ensure an improved response rate when compared with the last survey with the last survey conducted in 2019. Welgo also made a telephone helpline available to cover all aspects of the survey, however this was not used by anyone.

Due to the small sample size Lister Housing Co-operative decided to not carry out weighting. This is a process carried out to overcome the problem of bias in the results. In all surveys, particularly postal surveys, some groups are more likely than others to respond (for example, older tenants are more likely than younger tenants to respond). This means that certain subgroups may 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.

With smaller groups, it is harder to carry out reliable weighting and it is not recommended. In order to help overcome the issue of sampling bias, we offered the survey in three formats: paper, online and telephone (helpline). Only two of these options were utilised and the response rates for each are covered below.

Response rate

In their guidance to landlords the Scottish Housing Regulator and Ipsos MORI state that a typical response rate of around 40% can be expected in a postal survey. As can be seen in the tables below the response rate for this survey exceeds that. We believe this is due to two factors, the combined methodology and a higher than normal participation and engagement rate at Lister Housing Co-operative, when compared to other postal survey situations.

The response rate for 2022’s survey of 58.58% is a higher response rate than the 2019 survey's 47% and is similar to 2016 and 2014’s response rate (58.9% and 57.43% respectively). This is a great indication of Lister Housing Co-operative’s interaction with tenants resulting in a higher response rate than average postal surveys.

In 2019 Lister made the decision to not include prepaid stamps which saw a large increase in online responses; from 24.4% in 2016 to 58.52% in 2019. This is reflected in 2022’s survey response rate as online responses are still the preferred response method with 55.17%.

Options	Response Percent	Response Count
Web / Online	55.17%	64
Paper / Postal	44.82%	52
Total Number of Responses		116
Response Rate		58.58%

Key Findings

Introduction

Below we have identified the key highlights from the survey and drawn conclusions where these are possible. This is not an action plan and it is not our role to make recommendations, however, there are some key stand-out facts from the data.

We have also provided statistical analysis of responses for each question and where appropriate commented on the key findings in the data and provided commentary when appropriate.

We have cleansed some of the data, for example in the written responses where we have redacted names and other personally identifiable data.

We must also highlight that given the small sample size for the results fail to pass the test of statistical significance, larger sample sizes generally lead to increased precision in results. Thus for a result to be considered statistically significant in the context of this survey, it must be unlikely that a different set of outcomes would be observed if the response rate was a perfect 100%. Statistical significance does not always indicate practical significance. In addition, it should be noted that the mere lack of responses does not render a result insignificant. Just because 50 people did not respond, does not mean they would respond in one particular manner; it is more likely that their results would be spread across all options.

Overall Satisfaction

It is very clear from the data that tenants at Lister are very satisfied with Lister Housing Co-operative and the team of staff who manage it are held in very high regard, with much affection. It is clear that there are some underlying issues as one would expect in a tenement city centre housing environment, encapsulating many different priorities and socio-economic backgrounds particularly as the properties were built some 200 years ago.

The key headline from the survey is a 87.18% satisfaction rating, although this is down from 91.49% in 2019 and 93.28% in 2016 it is close to the 2014 figure of 87.2%. This speaks of a Co-operative that is loved and engaged with its Members as do the written responses in previous years. This downward variation is not significant and the reasons underlying the reduction in response rate are a likely driving force; it is well documented that persons who are satisfied are less likely to complete surveys. The 2022 survey had 15 surveys with indifferent or negative responses which is an increase from the 8 indifferent or negative responses from 2019 and 2016, but considering the increase in responses from 94 responses in 2019 to 116 responses in 2022, the hypothesis of unsatisfied responses being more likely to respond is still substantiated.

Individual Questions

Q1

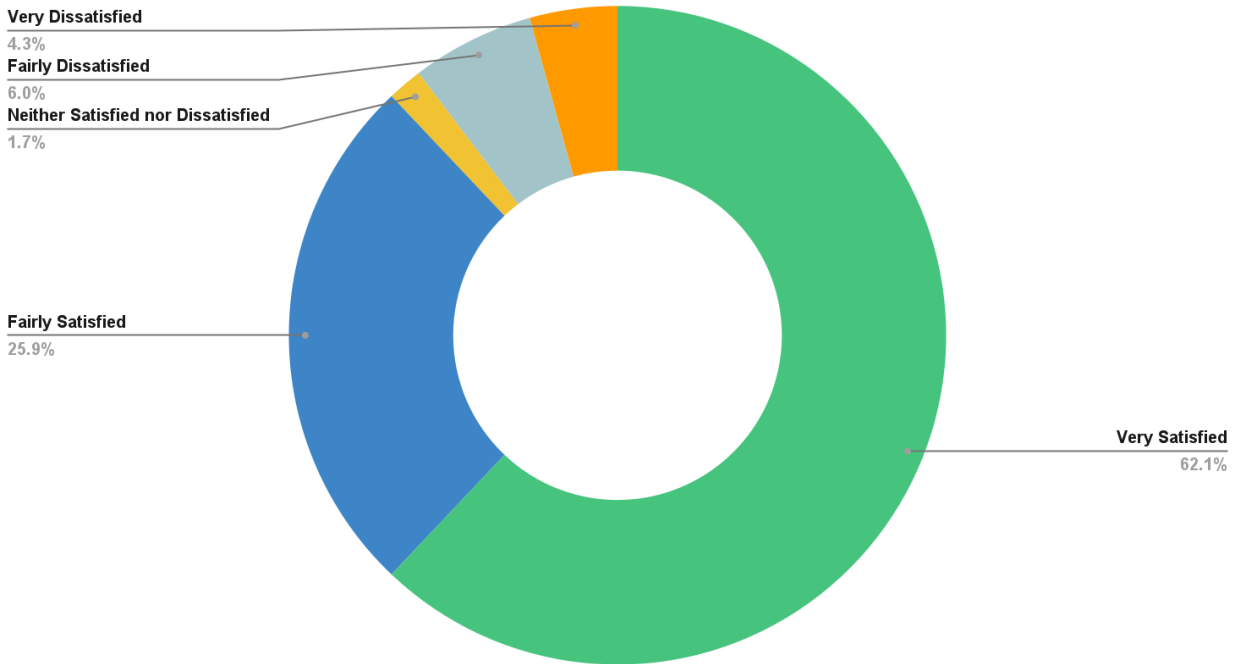
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Lister?

87.93% of Tenants are satisfied with Lister’s Overall Service

10.34% of Tenants are dissatisfied with Lister’s Overall Service

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Lister?		
Answer Options	Response Percent	Response Count
Very Satisfied	62.06%	72
Fairly Satisfied	25.86%	30
Neither Satisfied nor Dissatisfied	1.76%	2
Fairly Dissatisfied	6.03%	7
Very dissatisfied	4.31%	5
answered question		116

Q1



Trends (Overall Percentage)				
Survey Year	2014	2016	2019	2022
Satisfied	87.2%	93.3%	91.5%	87.93%
Dissatisfied	6.9%	2.5%	6.4%	10.34%

Q2

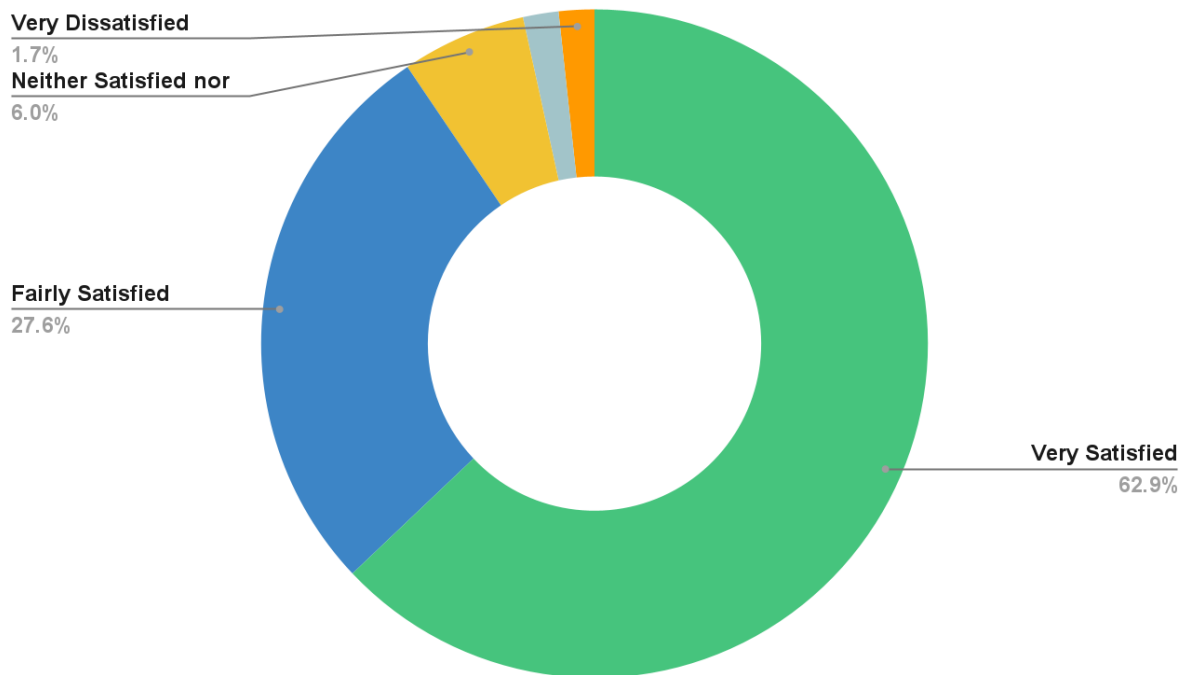
How good or poor do you feel Lister is at keeping you informed about their services and decisions?

90.51% of Tenants feel Lister is Good at keeping them informed

3.44% of Tenants feel Lister is Poor at keeping them informed

How good or poor do you feel Lister is at keeping you informed about their services and decisions?		
Answer Options	Response Percent	Response Count
Very Good	62.93%	73
Fairly Good	27.58%	32
Neither Good nor Poor	6.03%	7
Fairly Poor	1.72%	2
Very Poor	1.72%	2
answered question		116

Q2



Trends (Overall Percentage)				
Survey Year	2014	2016	2019	2022
Satisfied	91.4%	94.1%	90.4%	90.51%
Dissatisfied	3.4%	4.2%	4.3%	3.44%

Q3

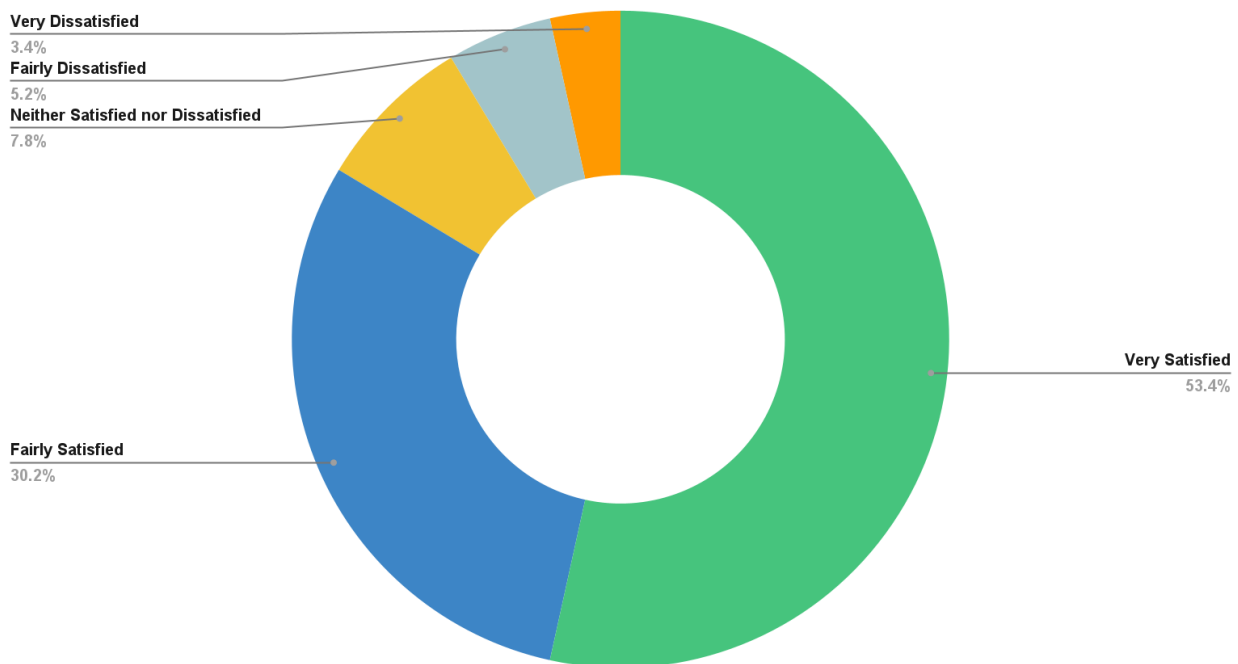
How satisfied or dissatisfied are you with the opportunities given to you to participate in Lister's decision making processes?

83.62% of Tenants are satisfied with the Opportunities given to them to participate in Lister's decision making processes.

8.62% of Tenants are dissatisfied with the Opportunities given to them to participate in Lister's decision making processes.

How satisfied or dissatisfied are you with the opportunities given to you to participate in Lister's decision making processes?		
Answer Options	Response Percent	Response Count
Very Satisfied	53.44%	62
Satisfied	30.17%	35
Neither Satisfied nor Dissatisfied	7.75%	9
Fairly Dissatisfied	5.17%	6
Very Dissatisfied	3.44%	4
<i>answered question</i>		116

Q3



Trends (Overall Percentage)				
Survey Year	2014	2016	2019	2022
Satisfied	83.0%	88.24%	78.7%	83.62%
Dissatisfied	6.0%	5.0%	6.4%	8.625%

Q4

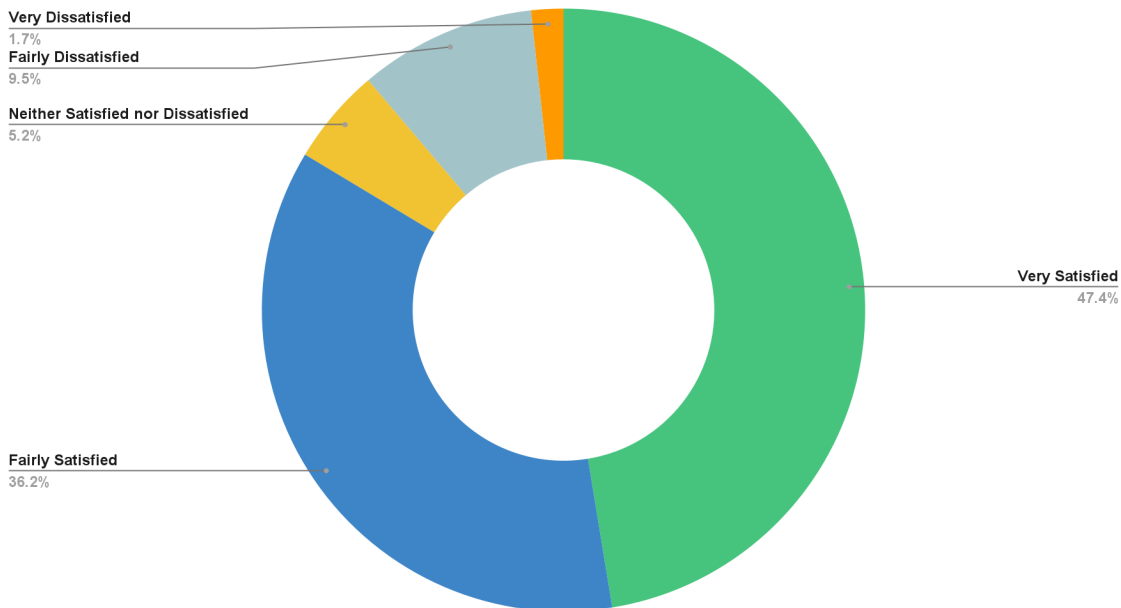
How satisfied or dissatisfied are you with the quality of your home?

83.62% of Tenants are satisfied with the quality of their home.

11.20% of Tenants are dissatisfied with the quality of their home

How satisfied or dissatisfied are you with the quality of your home?		
Answer Options	Response Percent	Response Count
Very Satisfied	47.41%	55
Satisfied	36.20%	42
Neither Satisfied nor Dissatisfied	5.13%	8
Fairly Dissatisfied	9.40%	11
Very Dissatisfied	1.71%	2
answered question		116

Q4



Trends (Overall Percentage)				
Survey Year	2014	2016	2019	2022
Satisfied	80.3.7%	83.2%	85.1%	83.62%
Dissatisfied	12.8%	10.9%	10.6%	11.20%

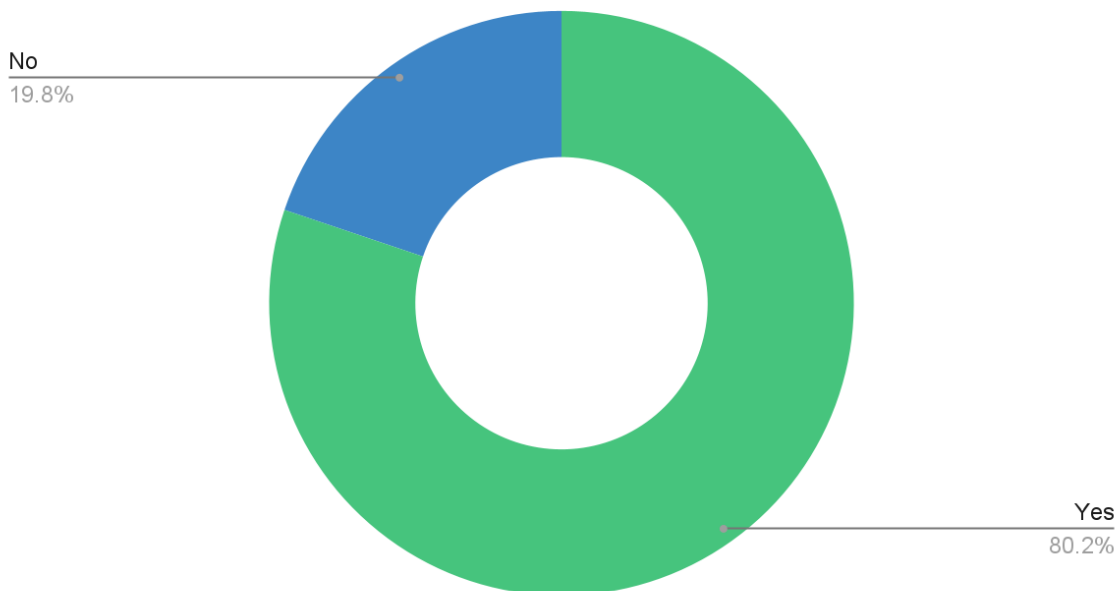
Q5A

Have you had any repairs carried out in this property in the last 12 months?

80.17% of Tenants have had a repair carried out in the last 12 months.

Have you had any repairs carried out in this property in the last 12 months?		
Answer Options	Response Percent	Response Count
Yes	80.17%	93
No	19.82%	23
answered question		116

Q5A



Trends (Overall Percentage)				
Survey Year	2014	2016	2019	2022
Had a repair done in the last year	70.1%	72.4%	81.9%	80.17%
Not had a repair done	29.9%	28.6.9%	18.1%	19.82%

Q5B

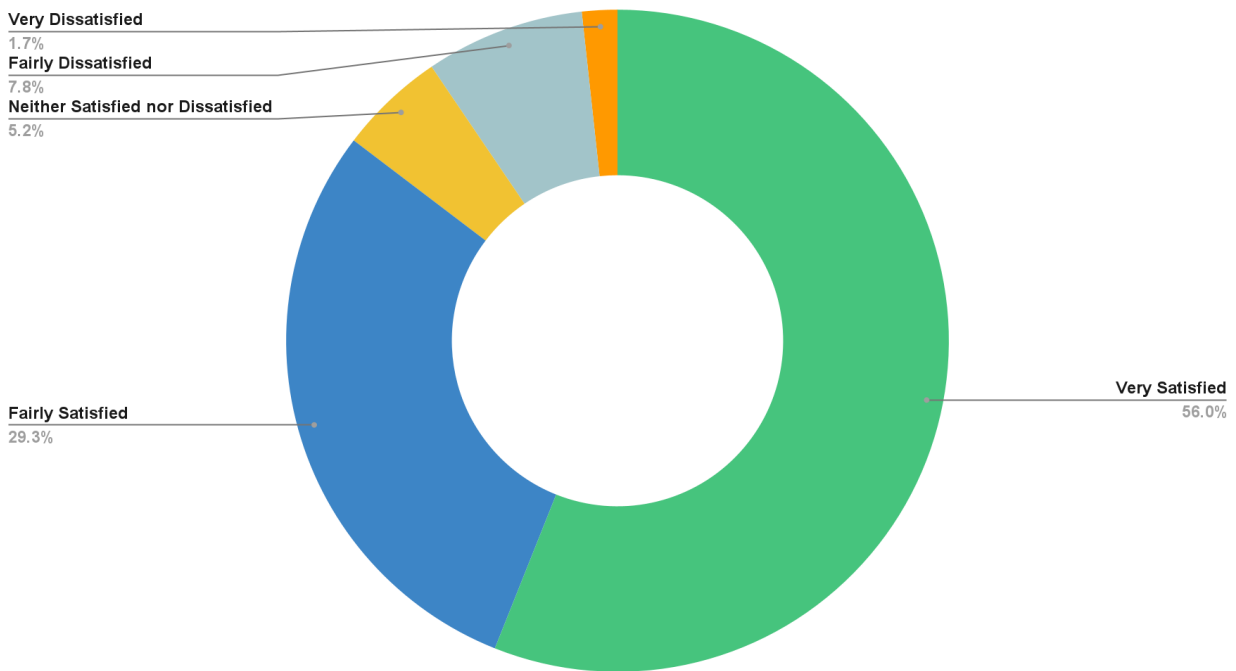
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Lister?

85.34% of these Respondents were satisfied.

9.48% of these Respondents were dissatisfied.

Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Lister?		
Answer Options	Response Percent	Response Count
Very Satisfied	56.03%	65
Satisfied	29.31%	34
Neither Satisfied nor Dissatisfied	5.17%	6
Fairly Dissatisfied	7.75%	9
Very Dissatisfied	1.72%	2
answered question		116

Q5B



Trends (Overall Percentage)				
Survey Year	2014	2016	2019	2022
Satisfied	81.7%	88.2%	87.0%	85.34%
Dissatisfied	6.1%	9.4%	10.4%	9.48%

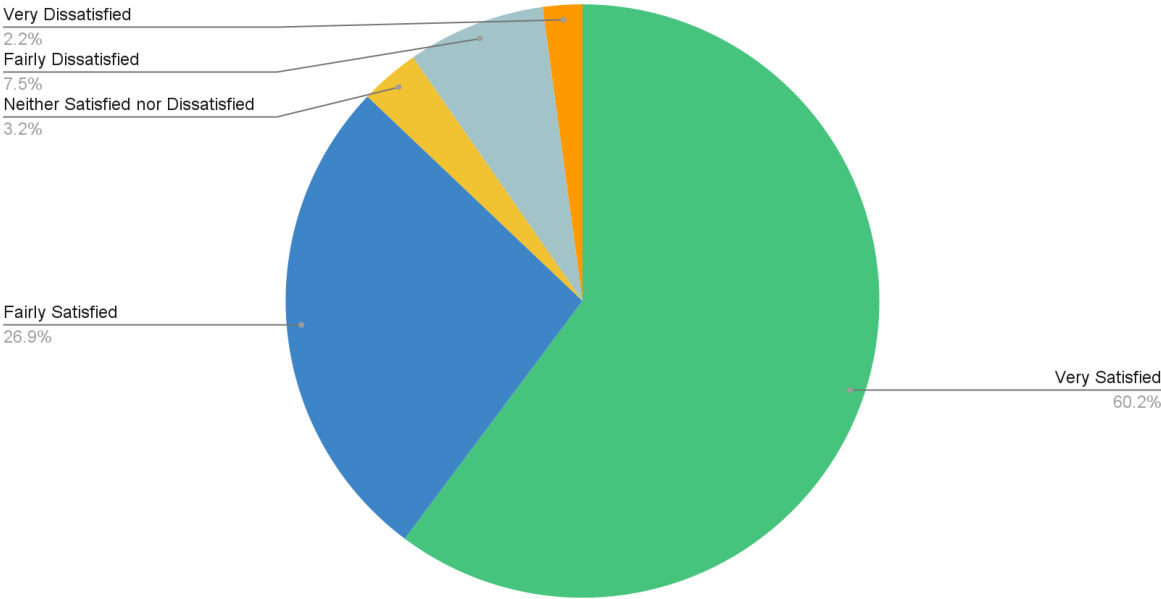
Satisfaction with repairs- Tenants who have had repairs within the last 12 months (SHR Reporting Format)

86.17% of these Respondents were satisfied.

9.57% of these Respondents were dissatisfied.

Satisfaction with repairs- Tenants who have had repairs within the last 12 months (SHR Reporting Format)		
Answer Options	Response Percent	Response Count
Very Satisfied	59.57%	56
Satisfied	26.59%	25
Neither Satisfied nor Dissatisfied	3.19%	3
Fairly Dissatisfied	7.44%	7
Very Dissatisfied	2.12%	2
<i>answered question</i>		94

Satisfaction with repairs- Tenants who have had repairs within the last 12 months (SHR Reporting Format)



Q6

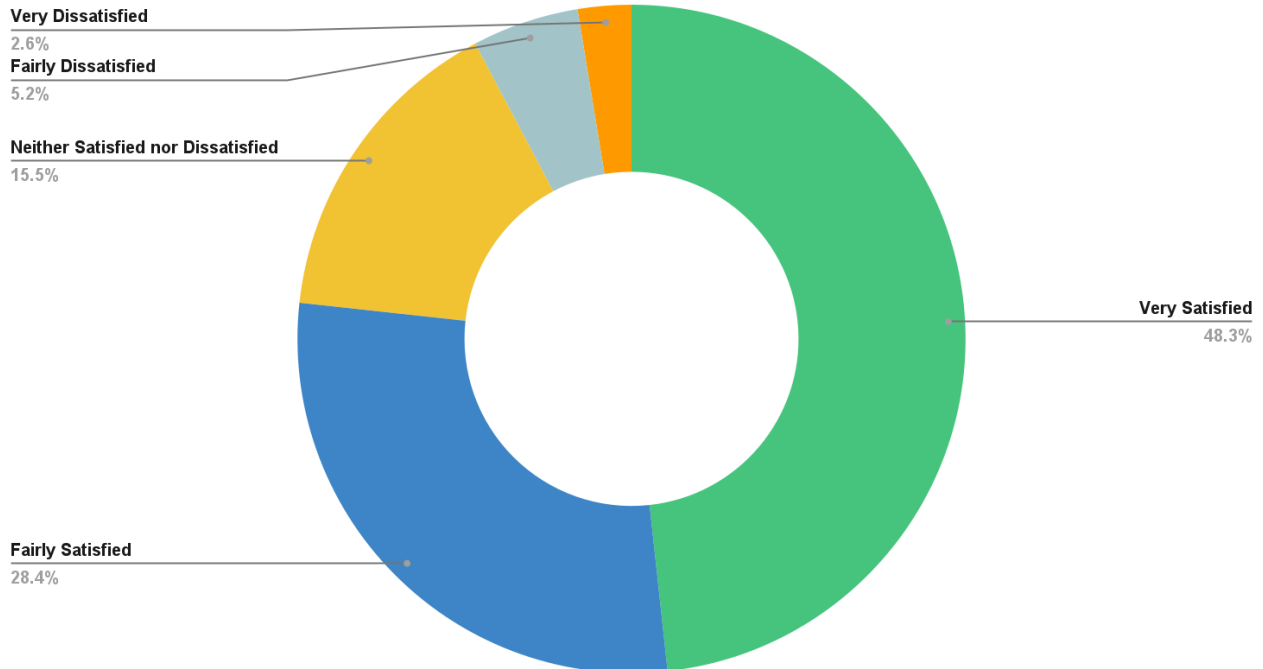
Overall, how satisfied or dissatisfied are you with Lister's contribution to the management of the neighbourhood you live in?

76.72% of Tenants are satisfied with Lister's management of the neighbourhood.

7.75% of Tenants are dissatisfied with Lister's management of the neighbourhood.

Overall, how satisfied or dissatisfied are you with Lister's management of the neighbourhood you live in?		
Answer Options	Response Percent	Response Count
Very Satisfied	48.27%	56
Fairly Satisfied	28.44%	33
Neither Satisfied nor Dissatisfied	15.51%	18
Fairly Dissatisfied	5.17%	6
Very Dissatisfied	2.58%	3
answered question		116

Q6



Trends (Overall Percentage)				
Survey Year	2014	2016	2019	2022

Satisfied	82.1%	89.1%	77.7%	76.72%
Dissatisfied	8.6%	9.2%	2.1%	7.75%

Q7

Taking into account the accommodation and the services Lister provides, do you think that the rent for this property represents good or poor value for money? Is it...

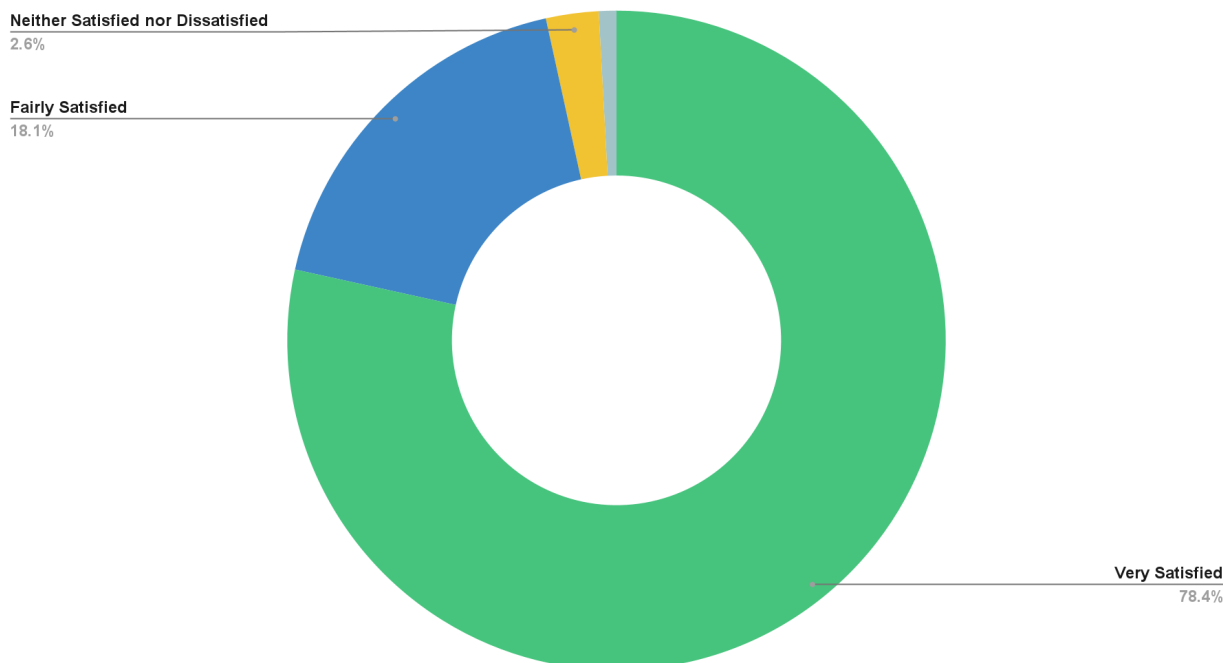
96.55% of Tenants Think Lister's rent represents Good value for money.

0.86% of Tenants Think Lister's rent represents Poor value for money.

Taking into account the accommodation and the services Lister provides, do you think that the rent for this property represents good or poor value for money?

Answer Options	Response Percent	Response Count
Very Good	78.44%	91
Fairly Good	18.10%	21
Neither Good nor Poor	2.58%	3
Fairly Poor	0.86%	1
Very Poor	0.00%	0
answered question		116

Q7



Trends (Overall Percentage)

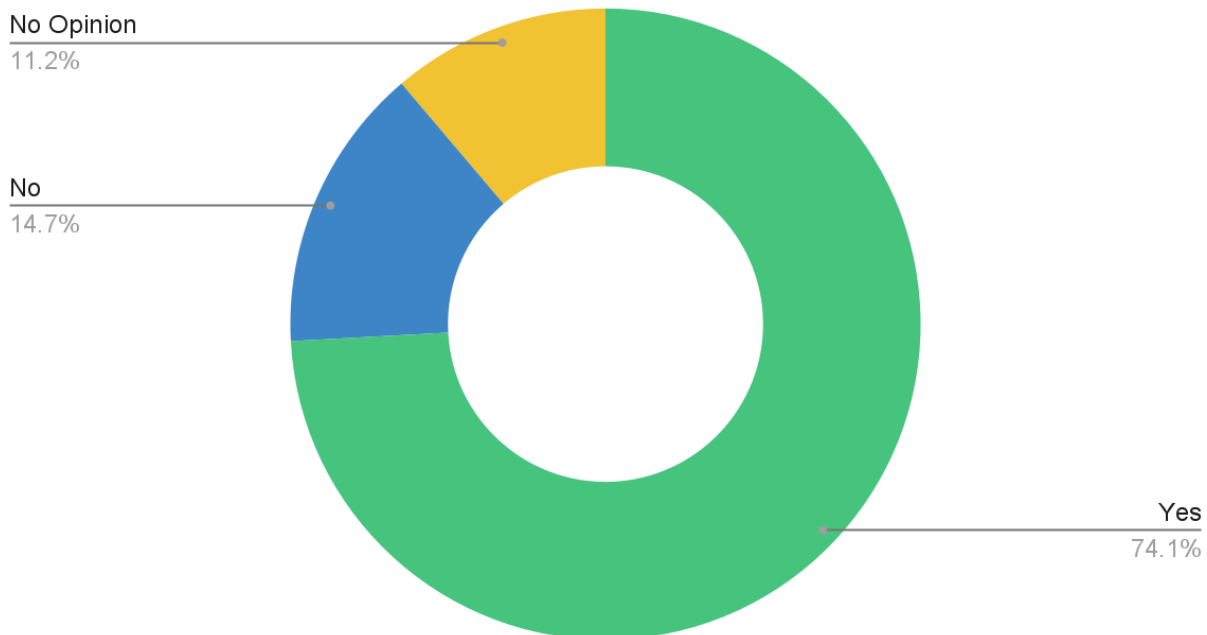
Survey Year	2014	2016	2019	2022
Satisfied	94.9%	94.9%	94.7%	96.55%
Dissatisfied	2.6%	0.85%	4.3%	0.86%

Q8

We are considering how we communicate with our tenants, and in particular our newsletters and other written updates. At present we share physical paper copies of our newsletters etc with all tenants. We are happy to continue providing physical copies of communications, as we appreciate that many tenants will prefer this format, and not all tenants have access to the internet. However, we would like your views on offering our communications in other formats.8. Do you think it would make sense for Lister to offer newsletters/ communications to tenants in other formats eg digitally via email/ pdf/ website?

Answer Options	Response Percent	Response Count
Yes	74.13%	86
No	14.65%	17
No Opinion	11.20%	13
<i>answered question</i>		116

Q8

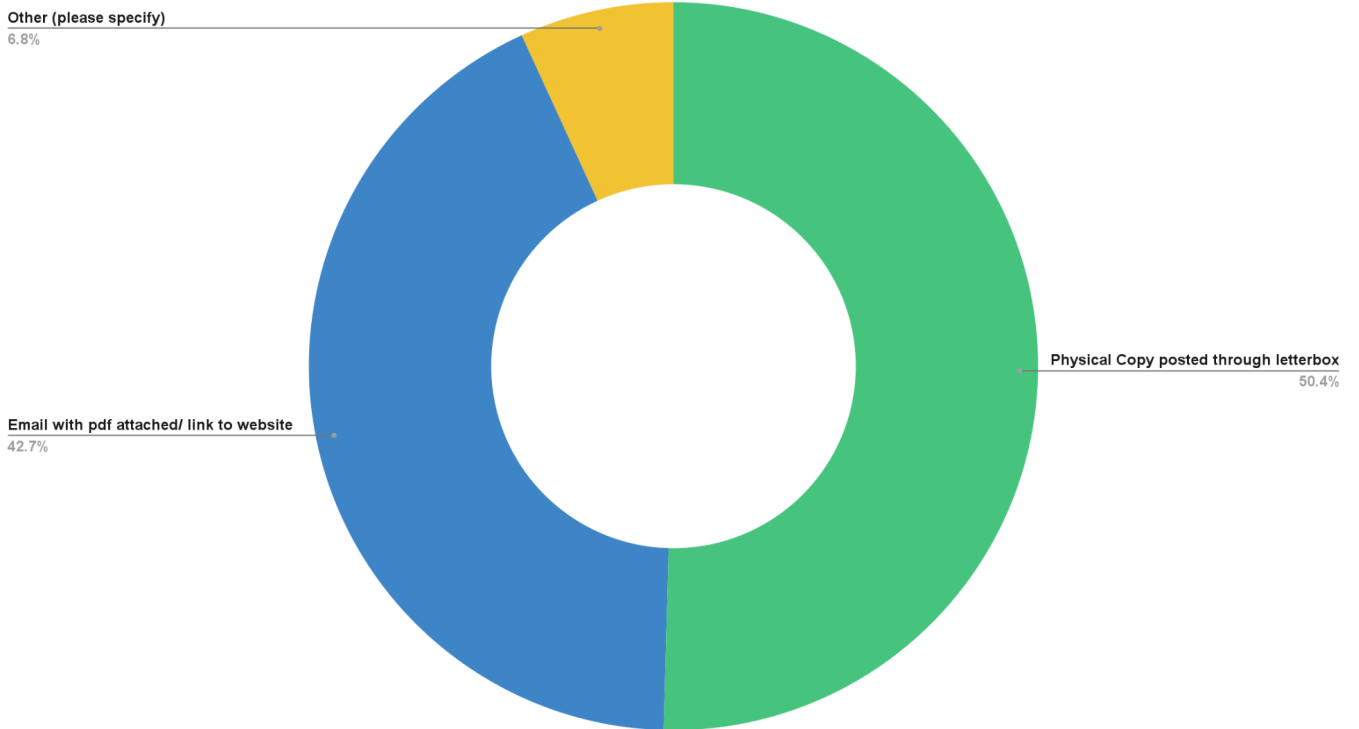


Q9

If Lister was to offer newsletters/ communications in a variety of formats, which of the following options would be your preference:

Answer Options	Response Percent	Response Count
Physical Copy posted through letterbox	50.00%	58
Email with pdf attached/ link to website	43.10%	50
Other (please specify)	6.89%	8
answered question		116

Q9



Q10

Is there anything else that Lister could do to improve its communication with you about our activities?

Most of these free text responses said there was not anything that needed improving and there were lots of positive messages about Lister in particular Lister's communication and newsletters (full list of responses can be found in Appendix A). There were several responses suggesting different improvements, in particular;

- Use texts/alerts to make the community aware of works/problems in locality
- Complaints about work being carried out but not recorded and having to be done again as the
- Tenant involvement in decision making
- Slow response times to repairs and repair standards being poor
- A noticeboard being added to the reception area
- Make some of the committee meetings public online

Appendix A - Free Text responses in full

Responses have been copied directly as written but in order to protect the anonymity of the process and privacy of some respondents, it has been necessary to partially redact some responses. Similarly, where a respondent has provided specific information that could be identifiable and where the redaction of such would subtract meaning we have partially edited that statement to obscure the identifying data.

Q10

- Share management committee ideas for the future in years to come. I am aware that upcoming projects are shared in the newsletter but perhaps far off ideas such as window replacement.
- Very satisfied, no any further advise.
- No doing a good job
- None I can think of.
- I am satisfied with communication and service.
- Quite often, major upgrades (double glazing, solar panels!) are trumpeted at some date and then never heard of again.
- Thanks for doing a great job of looking after the properties and tenants. It would be good to receive newsletters as an email with PDF attachment.
- Increase disabled access.
- Just keep on doing what you're doing, brilliant service. Thank you for all your hard work!
- Yes, could make better use of text, alerts to let community know if works/problems in locality.
- "Open up the functions of the co-op, past the management committee which is there for very limited functions (which it does well). Our neighbourhood desperately needs community, co-operative inputs thst have become more and more overlooked as the years have gone by.
- Lister is almost unrecognisable, in community terms, compared with the co-op I became a member of in 1989 - and we are all the poorer for that. "
- None, they're communication is fantastic
- We are satisfied.
- Large print , would be useful, a service for people that are lonely, drop in cafe to chat or a phone call for a chat about Community Services in area.
- Not really Lister staff good at keeping us posted about events, things happening etc. by putting communications through our letter boxes which I prefer.

- All in all (Lister) should have clerk of work's to go look at what's to be done! And when work has been completed for clerk of work's to make sure it's done properly!! Instead of same thing getting done over and over again and wasting money and people's time to which is both wrong in every way (possible). There is so much Lister could be doing for their tenants yet nothing seems to happen when it's suppose to either way! Time Lister got things done in proper way instead of brushing things off!!_
- Thank you so much for your excellent communication and service! We are truly blessed to be part of Lister!
- We are very happy with Lister the way it works, staff amazing!
- More tenant involvement in decision making.
- N/A
- Give explanations about why you fail to carry out correct and proper investigations and solutions into serious complaints and ensure that you rectify the damaging errors made by the investigator; especially when you use a third party to do the investigation because it is so serious and involves management and when that third party doesn't fulfil the requirements of what should be a full investigation. Also when you are given information to confirm what occurred by another legitimate party, yet you still don't do anything to put things right, this means that you are turning a blind eye to the verbal abuse and intimidation and failing the tenants who have been subjected to it. Furthermore, it is an abuse of power.
- We very rarely get any feedback on any questions or complaints that we have made. They lack the caring touch towards their tenants.
- Lister seems to have lost its way in the last few years (cant blame the pandemic now)repairs that were done almost instantly can now take several months we get fed up asking and they get fed up with us asking and put it down to us moaning they even cross the road when they see the tenants approach (sad) moral at a all time low between tenants and staff .
- No communication is ok
- CAN'T THINK OF ANY
- Lister are 100% communicating with Tenants *scored out?
- Communication is essential. Response to phone calls is helpful. There have been times when calls are not answered. The regular newsletter is good for updating.
- No
- No
- Sending emails would allow people to access info and return communications faster; perhaps.

- No
- Personally they do well and I can't think of anything they could do to improve.
- None but would like tenants to take there turn to wash the stair
- OK as it is
- What about stories from tenants e.g. been tenant x years or x months or less than a year and why I joined Lister was because for what I value about Lister is...
- NO
- NONE. I AM VERY HAPPY THE WAY, THINGS ARE RUN, NO COMPLAINTS.
- Not that I can think of
- Have a notice board in the reception area of the office with a note of things, including things covered at the management meeting, that Lister is looking at or working on for that month. Also post it on the web site. Any tenants coming into the office would see it also any tenants not on the internet could pop into the office to see it.
- Can't think of any!
- No, overall I think it very good
- I'm not sure what is meant by "our activities"?
- Lister currently use paper monitoring forms for open jobs which is a dated and ineffective method as it is dependent on tenants returning these forms to their office. They rarely follow up to enquire if jobs have been completed. Often repair standards are poor. Many homes are affected by mould due to excessive condensation.
- yes. It would be great if things were done when asked. Having to chase up a repair, week after week can be tiresome
- No
- No
- Nothing always kept in the know how
- Newsletter but maybe a notice board in the vestibule of the office.
- Perhaps make some of the committee meeting public on line. Invite discussion or opinions, LISTEN to tennants
- Nothing
- No

ENDS