



2024/25 Tenant Satisfaction Survey Report

Our mission is to provide every tenant with first-class service—delivered with respect, reliability, and a genuine commitment to making your home and community a better place to live.



Introduction

As part of the 2022 Tenant Satisfaction Survey, a sample of 119 tenants expressed an interest in taking part in future workshops. After contacting tenants 24 took part in focus groups which were held in Dundee and Arbroath in May 2023. These focus groups were facilitated by Knowledge Partnership and the Tenant Participation team.

The TP team sent out a letter to all 119 tenants who had expressed an interest inviting them to attend focus groups in Arbroath and Dundee in June 2024 to give feedback on how we are doing and if there is anything we can improve on.

To encourage participation there were 2 focus groups held in Dundee and Arbroath with the option to attend either at 10am or 5pm. A total of 3 tenants attended at 10am in Arbroath, one tenant at 5pm and one tenant in Dundee at 5pm.

Another 22 phone calls were made to tenants who were on the register of interested persons. The feedback received from these focus groups and phone calls have been included within the body of this report under the relevant sections below.

Main Topics

Information and Communication



Tenant Participation



Community Engagement



Neighbourhood and Estates



Maintenance and Repairs



Housing Conditions



Rent and Value for Money



Tenant Portal



Information and Communications

Tenants Newsletter

During the focus groups held in May 2023, tenants expressed strong support for the Association's plan to restart the tenant newsletter. However, concerns were raised about the cost of printing and posting hard copies.

In response, the Association issued a newsletter in September 2023, committing to a twice-yearly distribution—Spring and Summer editions. To help manage costs, the newsletter was emailed to **1,331** tenants for whom we had email addresses, while **772** tenants received a printed copy by post.



Feedback from the focus groups held in June included



A suggestion was to look at the demographics for distribution of the newsletter. The Association will look at the value for money element of this.

“

It is great that the newsletter is emailed out and it's a great source of information. However, some of the tenants who get this emailed would prefer to receive a hard copy.

”

Communication

As part of the initial focus groups held in 2023 communication was said to **“be diabolical with the feeling of being fobbed off”** as when contacting the Association, they were told staff were either on annual leave or out of the office. One tenant said that she did all her communication by email as she had given up trying to contact her housing officer by phone.

Most tenants felt that when contacting the Association initially most staff had been polite and listened to the tenant but that after the initial message was taken, there were questions over how requests were being processed internally and tenants were not being kept up to date with service requests.

Contact Log System

As a direct action from the Tenant Satisfaction survey the Association developed and introduced a Contact Log system in September 2023 which allows the Association to monitor calls and ensure feedback has been provided to tenants. After a contact has been logged and allocated to a member of staff, they have two working days to respond to the tenant. If no response this gets escalated to the senior member of staff which then turns to a stage 1 complaint with 5 days to respond.

General consensus was that communication has improved, and this is based on feedback received from the focus groups and subsequent phone calls made.



Feedback Comments :

"When contacting AHA they are always prompt in getting back to you"

"The speed of the response was really good. When I phoned the Arbroath office I was asked "is there anything else? This gave me a positive feeling towards Angus Housing Association that care. Excellent customer service."

"I phoned the office on Friday and was called back within 2 hours"

"I phoned Lynne about my taps, and this was dealt with in an appropriate time and really helpful"

Talk and Tell

As part of the feedback from the initial focus groups tenants would rather speak to a service directly than having to wait on call backs.



As a direct action of The Tenant Satisfaction survey the Association introduced Talk and Tell sessions in September 2023, and these were held in the community lounge in Ormiston Crescent and Russell Square community lounge in Arbroath. These sessions took place on the first Wednesday of every month, 4.30pm to 6.30pm and were attended by a Housing Officer, Maintenance Officer, and a member of the Financial Inclusion Team.

When asked if tenants knew about the Talk and Tell Sessions and if they had attended any the responses were :

I was not aware of these but when I speak to staff, I find them helpful”

“I wouldn’t want to talk about personal issues in this session, I would refer one-to-one, especially anything financial”

“I have seen these advertised in the newsletter but had no need to attend”

“I have no need to go to talk and tell as my query was dealt with”.

A total of 8 Talk and Tell sessions were held during 2023/24

Date	Dundee	Comments	Arbroath	Comments
Sept 23	5		10	All from Russell Square for a meeting
Oct 23	0		0	
Nov 23	0		0	
Dec 23	0		0	
Feb 24	0		0	
March 24	1		2	Attended for information from Angus Council on doorstep recycling scheme
April 24	0		0	
May 24	1	Attending Gem also	0	
June 24	0		1	From Russell Square
Total	7		13	

Thank you to everyone who took part in our recent sessions. After reviewing participation levels, we’ve decided not to continue running these sessions due to limited uptake.



Tenant Participation

As part of the initial focus groups held in May 2023 participants were asked what they understood by the phrase tenant participation and whether they felt that they could influence Angus Housing's decision making if they needed to.

There was a lack of awareness of what tenant participation means with comments such as :

"Don't know – I'm not aware of anything they do in this area",

"Don't know – I've never been asked to get involved in anything apart from this and your survey",

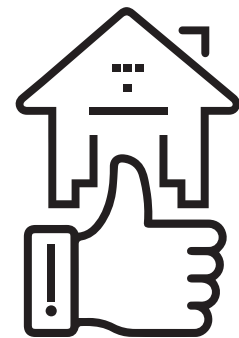
"It's anything organised by Angus Housing like youth clubs".

However, meetings in focus group style were seen as being useful to tenants in terms of getting to know neighbours and in putting across shared issues.

The Association employed two part time Tenant Engagement Assistants at the end of October 2023 with a focus widening participation opportunities due to the additional resources. These posts have allowed the association to expand opportunities such as:

- ☒ **Tenants' views on Policy changes**
- ☒ **Family provision including family fun days**
- ☒ **Cooking groups**
- ☒ **Thematic group meetings – Talk and Tell, Coffee with a cop, NHS sessions**
- ☒ **Tenant E newsletter - this is distributed every 3 months updating tenants on AHA news and what's happening in their area**
- ☒ **Education and employment drop-in sessions to promote CV writing including employment and further educational opportunities to tenants**

As a direct result of tenant's feedback in Auchmithie the Tenant Participation Team focused on Auchmithie during November 2023. Thirty-six letters were issued to tenants on 9th November inviting them to an information event at Auchmithie Village Hall on Thursday 16th November 4.30pm to 6.30pm which was attended by the Tenant Engagement Team, Housing Management Team, Repairs and Maintenance and the Financial Inclusion Team.



The event was attended by five tenants who had a variety of issues including planned maintenance, reporting a repair, looking at receiving information and advice regarding heating systems and the FIT team.

We wrote out to tenants informing them of the results of the event and the different ways that they can contact the Association within different departments. The letter also included addresses for FIT, Energy Advice, TP, and Repairs along with a survey and pre-paid envelope as well as a leaflet on Energy Advice

On the 23rd of November, the TP team and Energy Advisor carried outdoor knocking which resulted in speaking to 6 tenants, one of whom asked about heating bills and changing energy providers with the letter, survey, pre-paid envelope and leaflet on Energy Advice posted through 24 letterboxes.

On the 30th of November, the TP team carried outdoor knocking for the remaining properties with the letter, survey, pre-paid envelope and leaflet on Energy Advice being posted through doors as well as speaking to 4 tenants about TP and any issues.

The TP team leafleted Mid Craigie and Ormiston during November to promote Greet Eat Meet, TP, and ways of getting involved.

During January as part of the Rent Setting process the Tenant Participation Team promoted and attended local provision sessions in Dundee, Forfar, Carnoustie, Brechin and Arbroath to engage with tenants about Rent Information Setting. These events were promoted through social media and information sharing through networks and publicity.



A member of the TP Team and the Financial Inclusion Team attended the events. Attendance from tenants at these events was minimal but these did prove useful in terms of finding out about services for signposting tenants to.





Targeted door knocking sessions for rent setting were carried out in specific locations - Auchmithie, Monifieth, Carnoustie, Arbroath and Inverkeillor as these areas had been highlighted as low or no response in relation to the postal and online feedback.





Targeted Door Knocking for Tenant Engagement

The Tenant Satisfaction survey highlighted that tenants in Whitfield and Mid Craigie were the least satisfied. As a result of this the TP team carried out four door knocking sessions targeting these areas to increase opportunities for tenants to voice their priorities in these specific locations. This included

-  Inveresk gardens,
-  Ormiston: Including Roseburn Gardens, Luffness Walk, Dunrobin Walk, Cardoness Walk Pitcapple Walk
-  Salton crescent
-  Drumlanrig drive

-  Mauchline Ave
-  Mauchline Place
-  East and West
-  Drumlanrig drive
-  Drumlanrig Place
-  Bellisle Drive

The TP team conducted phone calls to those who they didn't get a chance to speak to, whilst undertaking the door knocking. This was possible to undertake in the Rent Setting engagement and promote Tenants views and voices which is very paramount to the association and in shaping the services deliver to tenants .



We received 170 responses from the rent consultation surveys, the highest response rate to date, due to the extra staff resource and extensive engagement methods.

Feedback from the focus groups held in June 2024 regarding the rent setting process included

A tenant asked in the rent survey about kitchen replacement. A staff member followed up to explain improvements are planned for 2024/25. The tenant said, ***"I really appreciated the call and feedback."***

"We had no choice and were told how much the rent was increasing by so did not complete the survey. They would not listen; it is not consultation".

Another comment from the focus groups held recently was ***"Jillian contacted me and helped me with my income, and I am getting more help financially."***



On 31st January letters were sent out to all Whitfield tenants (over 300 addresses) advising that the RTO OISRA ended in June 2023 and invited them to a drop in at the community lounge in Ormiston Crescent on 27th March (after GEM) to see if they would like to have a voice and what this would look like. Unfortunately, despite door knocking and promotion there was little response to this.



An article was placed in the Spring edition of the Newsletter about what Tenant Participation is, the aims and benefits of getting involved as well as introducing the Tenant Engagement Assistants. Feedback was also provided about the Rent Setting Information event and widening tenants' voices.

The TP team continue to attend **The Hub** in Pitkerro Road to engage with tenants about any issues and promote TP and getting involved. This is as a result of direct feedback from the Tenant Satisfaction survey, increasing visibility and participation in Mid Craigie



When asked about influencing Angus Housing's decision making if you needed to, there was a reluctance that tenants would be listened to. Comments included ***"Don't know – it's difficult to get involved in influencing anything when you are working", "It's more a question of being listened to. You want to give your views but not if they aren't listening; that is just a waste of time"***.

As a result of a continued presence at the Mid Craigie Hub at Pitkerro Road a group of tenants were identified to take part in a short-term working group to look at how the Association communicates with tenants at the start of a capital works project.

Two meetings were held on 7th and 14th May with four tenants, and they focused on each stage of the communication with AHA, contractors and the information that is issued.

Feedback obtained about the beginning of the kitchen replacement project has been fed back to the Capital works team and has helped to influence the redesign of the Capital Works TSS survey for engaging with tenants, to capture their views prior to capital works programme commencing and again on completion of the works.

The TP team have started a monthly drop-in for Angus tenants. The first session was on 31st July from 4pm to 6pm at Russell Square community lounge and during the session on 28th August tenants had the opportunity to speak with local police officers about anything that matters to them in their local community.



Tenant Satisfaction Survey

This was carried out in 2022 followed by focus groups held in Dundee and Angus in May 2023. These were facilitated by the TP team and Knowledge Partnership. Discussion was had with twenty-four tenants about the areas of improvement identified by the tenant satisfaction survey and an action plan produced. This resulted in a **“You Said, We Did”** and letters issued in September 2023 to attendees to advise.

Follow up focus groups were held in June 2024 and subsequent phone calls to get feedback on how we are doing since we implemented the changes in September 2023 and if there is any room for improvement. This feedback has been included in this report and an updated action plan is attached.

Scrutiny Policy Group

As a direct result of the Tenant Satisfaction Survey tenants from the focus groups, phone calls and register of interested persons list, have been contacted by the TP team to see if they would like to take part in a focus group. The aim of the group is to work together with the Association to provide feedback on the policies and procedures and any changes or amendments from a tenant's valuable perspective.

By enabling tenants to have a voice and help to shape and influence this will build trust and relationships.

To give tenants different opportunities to get involved two focus groups have been set up, one in Dundee and one in Angus, with the first meeting being held on 17th September 2024. The focus of the first meeting will be the Annual Performance report that is produced for tenants to get feedback on style, layout, and content.



Your voice matters to us!



Community Engagement

As part of focus groups held in May 2023 participants were asked what they would like to see happen in the wider community for tenants, for example, what types of events or activities would they like to come along to or what would help or interest them?

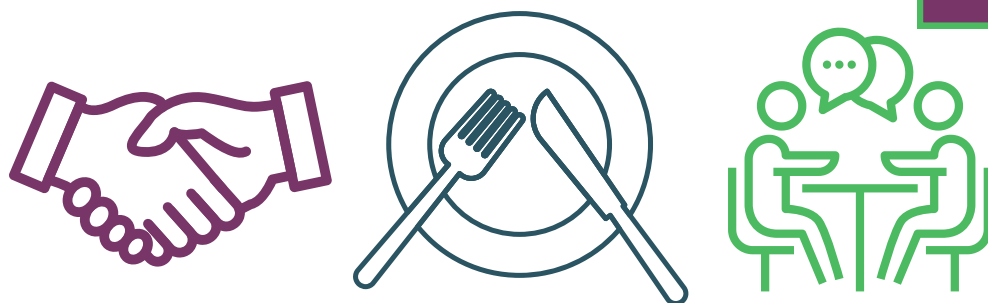
Feedback included events/activities to help reduce social isolation, local events to get to know your neighbours, more activities provided for older tenants, activities for children/young people and monthly meetings with staff to discuss local housing issues and cost of living.

The TP team continue to support Bingo and Blether who have been meeting on the last Tuesday of every month, and this continues to be well attended. The Bingo and Blether Christmas party was held on the 5th of December 2023 which was attended by thirty-six individuals and was supported by the TP team

Moving forward this has now moved to the last Wednesday of every month at the new time of 2pm to 4pm to accommodate Arbroath Connections who have moved into Russell Square. This continues to be supported by the TP team, and funding has been sourced to provide a trip to have high tea at the George hotel in Montrose on 24th September. The TP team are currently planning a joint Halloween party with Arbroath Connections on the 31st of October.

Greet, Eat and Meet (GEM) has been running every Wednesday and has been supported by the TP team. This has been promoted through door knocking, social media and individual letters. The TP team held a Christmas party at GEM on the 13th December 2023 and this was a successful family event with over twenty-three individuals enjoying festive fun where children got to make reindeer food and write a letter to Santa. New tenants attended the event, and we believe the recent door knocking exercise impacted on this.





Greet, Eat & Meet

Greet, Eat and Meet resumed following the Christmas break on Wednesday, 10th January with new members in attendance following the Christmas party. Three sessions of GEM were delivered in January, including a Burns themed session with Haggis, Neeps and Tatties on the menu followed by a quiz.

The Tenant Participation Team have been regularly involving the group in menu and programme planning. However, the group have expressed that the main reason they attend GEM is due to the social aspect of the group.

Through attendance at GEM, some tenants have benefitted from signposting to a number of services including our Financial Inclusion Team, Social Work and have received food bags when funding has allowed.

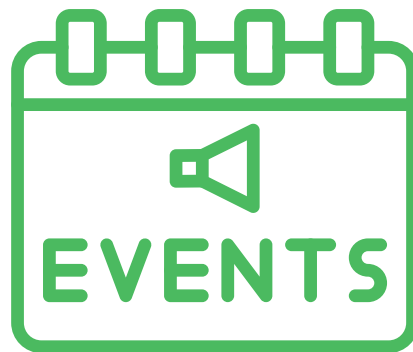
At the end of March, GEM hosted an Easter event. Approximately twenty-seven people were in attendance including adults and children. Face painting, arts and crafts, flowerpot designs, hook a duck and an egg hunt were amongst the many activities delivered at the event. Easter eggs were handed out at the end of the event to all children in attendance.

The GEM sessions were promoted online and through leafleting sessions by the TP team in the Whitfield area, which has had a significant impact on attendance at family events.

For the period October 2023 to June 2024 there have been 35 GEM sessions held with 309 attendees. To encourage tenants to come along the TP team have delivered Halloween, Christmas and Easter events as well as having a Burns Supper and supporting Pride and Mental Health Awareness week.

Some quotes from people who have attended GEM included ***"I enjoy coming here, it is very friendly."*** ***"No one judges you and it is great to meet people."***





Community Events

The TP team delivered a family fun day for tenants in Auchmithie during the Easter holidays to help widen engagement. A member of the TP team carried out a leaflet drop on 12th March to advertise the event at Auchmithie Village Hall on 2nd April. This was a successful family fun event, despite the weather.

The TP team held a small event in Russell Square on 11th May to invite those in the area to help us with planters. A few people attended the event and planted garlic, curry seed plants, rosemary, thyme amongst some beautiful plants. Dobbie's Dundee made a very generous donation of plants, compost, herbs, and tools.

The TP team were joined by the East Youth Team for a walkabout around the Whitfield area, focussing on Longhaugh, Salton and Ormiston areas to find out what young people thought about the areas they live in.

In the main, the group were really positive about Whitfield and liked the area they lived in (most of the group were from the Whitfield area, and two from Fintry). Positives about the streets and areas we lived in were the green spaces at Salton and the surrounding parks – Ormiston especially but all mentioned the poor condition of Longhaugh play park and the need for activities for all age groups.

Following consultation with tenants and members of the public, DCC have allocated £180,000 towards the upgrade of Longhaugh Play Park which is situated right next to Longhaugh nursery and some of our properties on Longhaugh Road, Longfield Place and Megginch gardens.

The TP team and DCC held a small family fun event on Saturday, 18th May to consult with members of the public about what they wanted to include in any future developments of the park. Twenty-five people (mostly children and families) attended the event and spoke to us about the proposals.



The TP team, in partnership with **You Are Not Alone Dundee Community Support Group** held a Summer Family Fun Day on Saturday 3rd August to promote Housing Perks, TP and becoming a member of AHA. This was a free inclusive event and included games, Eden's Garden, face painting, free raffle, and food. This was a successful event with **51** adults and **59** children in attendance. Feedback from the day included "Having Eden's garden there was a good opportunity for children to meet animals they may not have met before", "Hope to see it happening every year", ***"It was a great local event and making it free made it inclusive for everyone"***, ***"Very family orientated and friendly"***.

Neighbourhoods & Estates

During the focus groups held in May 2023 tenants' views on estate management were mixed with the majority saying they were happy with condition of their local estate. ***"They are pretty sharp at keeping the area tidy"*** ***"Caretaker does a good job, and the grass is always cut"***.

However, the areas that tenants felt that their estate could be improved is by having more dog bins, improving stair cleaning and more provision of community bins. Nevertheless, within Dundee dog bins or additional bins on the estate this is not an Association issue this is Dundee City council's issue. AHA are unable to provide addition dog bin or rubbish bins throughout estates as DCC are unavailable to maintain and empty these within their current remit.

We have carried out a stair cleaning and caretaking service review. Feedback during the recent focus group is that ***"it's great that AHA are reviewing the contract as unhappy with the level of service."*** One tenant said that she had to clean the stairs herself as these weren't cleaned properly.

Angus Council have introduced a kerbside recycling scheme and to help publicise this they were invited to speak to tenants in Arbroath after a Bingo and Blether session. We held another session during Talk and Tell and this was followed up with information leaflets. The TP team also shared the access line for Angus Council and AHA will monitor this and have encouraged tenants to contact us if any issues.



During the May 2023 focus groups tenants were asked if they were aware of the estate walkabouts. Only one tenant in Angus had been involved in an estate walkabout but in general there was little awareness of this activity taking place.

Based on this feedback promotion of estate walkabouts for 2024 have taken place more widely to include an article in the tenant's newsletter as well as social media and the website.

The TP team attended some of the walkabouts to meet tenants and promote TP. It also gave staff the opportunity to visit areas that they had not been to before.

Maintenance and Repairs

During the focus groups held in May 2023 tenants were asked to reflect on whether the Association completed repairs on time and to a good standard. Participants felt that repairs were being done at the bare minimum and there seemed to be a breakdown within the Association's internal communication process for repairs.

The Association introduced a new phone system that monitors calls to maintenance. The contact log system requires actions and is monitored to review the status of each contact entry.



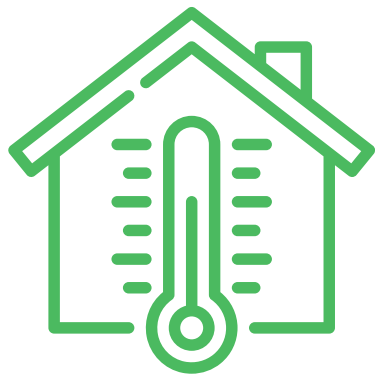
With regards to repairs, if a component needs replaced, it is replaced. In the last 2 years AHA have spent just under £4 million on capital works, which is a significant spend and will continue to replace components when necessary.

4 Million spent

Feedback from the focus groups held in June 2024 included ***“WRB gas are a really good service, they are really friendly and go the extra mile”, “I phoned on a Friday and had a call back within 2 hours”, “AHA are always prompt to get back to you”, “I reported a repair online using the website and had a quick response”.***

There was discussion about the satisfaction survey and if it is possible for this to be emailed rather than posted out?





Housing Condition

During the focus groups held in May 2023 attendees were asked if they thought AHA provide a good standard of suitable accommodation to tenants. Responses were mixed with dampness, mould and condensation mentioned as problem areas for housing condition and the provision of temporary fixes to this problem.

As a direct result of this the Association have produced a Damp and Mould guide which has been advertised through the website, social media and is in the AHA Spring Newsletter. Frontline staff have also had training on this to help raise awareness. Tenants are encouraged to report any issues of damp and mould.

At the focus groups in June 2024 attendees were asked the same question if AHA provide a good standard of accommodation. The main responses were yes but would have said no last year. Some reasons for the change were that they had central heating installed and this had made an enormous difference. One tenant said no as they live in a fourth floor flat and are struggling with mobility.

A theme emerged from the focus groups held in May 2023 that there was a lack of information and communication when asking about when property upgrades would be happening. We have put articles in the Spring Newsletter with details of the capital works programme for 2024/25 and this is also available on our website.

Feedback received from the focus group in June 2023 included ***“I got a new kitchen put in last week and I am so happy. Lynn is really patient and a good listener.”*** Also, one tenant had a call back from Chris about her kitchen and it is hoped this will be added to 2024/25 improvement works which she said has given her peace of mind. The Association is committed to delivering a well-funded improvement programme that includes kitchens, bathroom and window replacements.

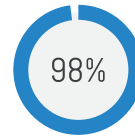
The annual improvement programme is planned out at least a year in advance and is based on things like the age of components, when they were last replaced, how long we expect them to last, current condition based on stock condition surveys that are carried out annually and the budget amount available approved by the AHA Board.

Tenant Satisfaction surveys carried out in properties where we have completed improvement works have been very positive so far:

Based on 90 Properties



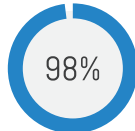
How would you rate the quality of the works?



satisfied



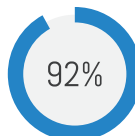
Time Taken to complete works



satisfied



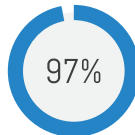
Have improvements helped to enhance your overall health and wellbeing?



Said Yes



Do you feel happier in your home?



Said Yes



Rent and Value for Money

During the May 2023 focus groups tenants were asked if they thought that AHA rent provided value for money. Some tenants thought that compared to the private sector it is good value, however, others said that rent was poor value based on the size of the property they lived in.

AHA have introduced a Housing Perks app for tenants that can be downloaded to their phone which provides discount on food shopping, clothing, eating out etc. This has been widely promoted by the TP team and the FIT team signpost tenants to money saving interventions. AHA have employed an Energy Advisor to help tenants with energy tariffs.

The Board of Management is always keen to ensure value for money for tenants. Regular affordability reviews are carried out by our consultants and reported to the Board. Additionally, we are carrying out a rent restructure review this year (2025), and tenants will be consulted about this in due course. The aim of this is not to just increase rents for the sake of it but to make sure that our rents are fair and transparent and that we can continue to provide and improve our services.

HOUSING PERKS

Recently our projected figures for the current financial year showed some levels of underspend and the Board agreed to additional works to properties to utilise this underspend. The Board are always committed to making improvements to properties where possible. High inflation in the last few years has not only impacted tenants, but also the Association, which has had to contend with significantly higher costs of repairs and improvements. A careful balance is required.



We also rolled out Housing Perks to tenants to assist with the cost-of-living crisis and have a financial Inclusion Team to assist tenants who need support asking tenants during the June 2023 focus groups and follow up phone calls made by the TP team, if they think AHA rent provides value for money most tenants replied yes. Some comments were ***“My property is easier to heat and stays warm”***, ***“Rents are a bit high but AHA are a good landlord”***, ***“Rents are very reasonable”***.



Tenant Portal

The 2022 Tenant Satisfaction Survey identified that there may be scope to increase the level of tenant registration with the digital portal. This wasn't covered in the focus groups held in May 2023.

Following on from this AHA have been looking to adopt a new tenant portal that is more accessible and tenant friendly we are looking at introducing this **summer 2025**



*Thank you to all tenants who took the time to read this report and we hope you are happy with all we have implemented following our last **Tenant Satisfaction Survey**. Your continued interest and involvement are what help shape and improve the services we deliver. We're especially grateful to those who participated in the focus groups and phone calls—your voices are valuable, and your feedback guides our next steps. We remain committed to working in partnership with you to make meaningful, lasting improvements.*