



# East Lothian Housing Association

## Tenant Satisfaction Survey

June 2025

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# East Lothian Housing Association

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## Tenant Satisfaction Survey 2025

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APPENDIX 1: QUESTIONNAIRE

APPENDIX 2: TECHNICAL REPORT SUMMARY






# 1. EXECUTIVE SUMMARY

## INTRODUCTION

- East Lothian Housing Association commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.
- The aim of the survey was to provide an up to date view of tenant satisfaction with the Association, its services and the neighbourhood. A total of 752 interviews were completed with ELHA tenants. This represented a response rate of 54%.
- Interviews took place between the 9<sup>th</sup> of May and the 9<sup>th</sup> of June 2025 and were spread across the organisation's stock to ensure that a comprehensive picture of customer satisfaction was collected.
- In addition to the tenants' survey 12 interviews were completed with owners to ask for their opinions on the factoring service provided by the Association.
- This executive summary highlights the key findings from this programme of research.

## PERFORMANCE SUMMARY

- The table over the page shows the results for the Scottish Housing Regulator key indicators for the Scottish Social Housing Charter Annual Return for East Lothian Housing Association.
- The results in the table below show the levels of satisfaction reported in ELHA's 2019, 2022 and 2025 tenant satisfaction surveys. The trend column shows the difference between 2022 and 2025. This column indicates where there has been a statistically significant change, a slight change or no change between 2022 and 2025, as is shown in the key below.
- These have also been benchmarked against the Scottish average in the Annual Return on the Charter 2023/24 in order to provide some wider context to the results.
- The table shows that satisfaction levels have increased significantly from the 2022 survey with regards to the overall service, the quality of the home and the repairs service. All other indicators have remained consistent with the 2022 survey or have seen no significant change in satisfaction. All indicators are higher than the Scottish average reported in the 2023/24 ARC with the exception of the factoring service where satisfaction was lower.

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

Scottish Housing Regulator Indicators					
	2019	2022	2025	ARC 23/24	Change 2022-2025
Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by ELHA?	94.40%	90.50%	93.88%	86.49%	+3%
Q14 How good or poor do you feel ELHA is at keeping you informed about their services and decisions?	97.70%	96.40%	97.34%	90.46%	+1%
Q17 How satisfied or dissatisfied are you with the opportunities given to you to participate in ELHA's decision making process?	92.30%	96.80%	96.81%	87.67%	0%
Q27 Overall, how satisfied or dissatisfied are you with the quality of your home? By quality of the home we mean the general state of repair of the property.	92.90%	89.50%	96.01%	84.01%	+7%
Q21 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by ELHA?	93.20%	83.80%	92.47%	87.31%	+9%
Q26 Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents good or poor value for money? Is it...	79.50%	85.00%	83.91%	81.59%	-1%
Q30 Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?	94.60%	95.90%	95.08%	84.68%	-1%
Q9 Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by ELHA?		11.00%	25.00%	59.46%	14%

## AREAS OF HIGH PERFORMANCE

The results of the 2025 survey reveal that the Association is performing to a high standard. The following points show the key highlights where satisfaction was highest:

- Satisfaction with the **overall service** provided by ELHA is high with 94% of tenants (90.5% in 2022) being either very or fairly satisfied in this respect.
- The Association is performing well in terms of **keeping its customers informed**. For example, 97% of tenants (96% in 2022) said the Association was very good or good at keeping them informed.
- The Association is highly thought of by their tenants with 97% agreeing that the Association is providing **the service they expect** from their landlord and 98% being of the opinion the Association has **friendly and approachable staff**. Both of these statements have seen an increase in terms of the proportion of tenants in agreement in the 2022 survey.
- Those who had contacted the Association in the last year were generally satisfied with the contact they had with the Association with satisfaction levels being highest regarding **staff being friendly, polite and professional** (97%) and that **tenants were treated fairly and with respect** (97%). All indicators have seen an improvement compared to the 2022 survey with satisfaction increasing most significantly in terms of

staff doing what they said they would do and staff keeping tenants informed (both aspects have increased by 27 percentage points).

- The majority of tenants use social media (64%) which provides the Association with an opportunity to use this in future to communicate with tenants. Tenants who use social media would be most willing to follow the Association on WhatsApp (86%), YouTube (73%) and TikTok (52%).
- In terms of the **opportunities given to tenants to participate** in ELHA's decision making process, 97% of tenants (97% in 2022) said they were very or fairly satisfied.
- The **repairs service** has seen an increase in satisfaction when compared to the 2022 survey, rising from 84% in 2022 to 92% in 2025. Furthermore, satisfaction has risen significantly in terms of the contractor doing the job the tenant expected, increasing from 84% in 2022 to 93% in 2025.
- Satisfaction with the Association's **gas servicing arrangements** was extremely high with 99% of tenants being satisfied in this respect.
- Tenants were asked to rate the **quality of the home** with 96% being satisfied in this respect compared to 89.5% in 2022.
- The neighbourhood is perceived as being **a good place to live** with 96% being very or fairly satisfied in this respect. Furthermore, 95% were satisfied with **the Association's contribution to the management of the neighbourhood** (96% in 2022). It should be noted that the extent to which tenants said that noisy neighbours, drunk or rowdy behaviour and drug use or drug dealing were a problem in the neighbourhood have all decreased by 6 percentage points compared to the 2022 survey.
- The majority of tenants believed the neighbourhood has stayed the same over the last 3 years, 14% said it has improved and 4% felt it has declined. The proportion of respondents who said they have seen an improvement in the neighbourhood has increased from 9% in 2022 to 14% in 2025.

## AREAS FOR IMPROVEMENT

The following points have been made to highlight key areas where there is room for improvement in terms of the Association's current service offering. It should be noted that these are relatively lower satisfaction levels, in light of very high satisfaction levels being reported by the Association's tenants in addition to lower awareness levels and priorities for services identified by tenants.

- Awareness levels were fairly low in terms of ELHA's **Customer Service Charter** which sets out the targets and timescales that they have set themselves for responding to enquiries with only 56% of tenants being aware of this.
- In terms of **tenant participation opportunities**, while satisfaction was very high in this respect, half of respondents (50%) were unaware of any of the ways they can get involved in providing their views. Furthermore, very few tenants (12%) said they would be willing to participate in decision making activities.

- While the majority of tenants were not experiencing any **problems in the neighbourhood**, the biggest concerns for tenants appeared to be:
  - Car parking (20% stating this was a major or minor issue)
  - Rubbish or litter (19%)
  - Dog fouling (15%).
- The Association provides various sources of **advice and support** to tenants to help tenants with their rent, finances and energy costs. Awareness levels were fairly low with:
  - 35% aware of the Home Energy Advice Service;
  - 51% aware of the Money Advice Service;
  - 59% aware of Housing Perks;
  - 62% aware of the Key Tenant Scheme.
- Satisfaction in relation to **value for money of rents** compared to other indicators was lower at 85% for 2022 (84%) in 2025.
- The three biggest **priorities for the services provided by the Association** were identified by tenants as being:
  - The repairs service (83% rating this a top, second or third priority)
  - The overall quality of the home (68%)
  - Planned maintenance (39%).
- When asked for any **recommendations** for improving the service, while the vast majority had no suggestions or were unsure 8% suggested upgrading homes and 7% suggested cheaper rents.



## 2. INTRODUCTION, BACKGROUND AND OBJECTIVES

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### 2.1 Introduction

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

### 2.2 Background and objectives

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

- The quality of information provided by ELHA;
- Feedback on customer care;
- Quality of accommodation and the neighbourhood;
- Service provision including repairs, maintenance and improvements;
- Tenant involvement/ opportunities for participation;
- Value for money

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

### 3. METHODOLOGY

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#### 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 with pros and cons for each method. However, given the requirement to achieve a 40% response rate for tenants and ensuring a representative sample it was decided that the tenant survey was carried out utilising a face to face methodology. To ensure the desired response rate was met and a representative response achieved, a small number of telephone interviews were undertaken (55 interviews) and 2 tenants took part by completing an online version of the survey. Our primary reasons for recommending interviewer led methodologies were:

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

In addition to the tenant survey, 12 interviews were completed with owners either by telephone or online.

#### 3.2 Questionnaire design

After consultation with East Lothian representatives a survey questionnaire was agreed which fully met the information needs and requirements of the organisation. The questionnaire was largely based upon the questionnaire which was used for the Association's last tenant satisfaction survey which was undertaken in 2022.

In developing the questionnaire, the following issues were considered:

- The information needs listed in the survey brief;
- The Scottish Social Housing Charter indicators upon which East Lothian is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

A copy of the questionnaire used for the survey can be found in Appendix 1.

### 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.

East Lothian Housing Association had a total of 1393 tenanted properties at the time of the survey. The requirement of this survey was to achieve a sufficient number of surveys which achieved robust data and gained a representative picture of tenant's views. 752 tenants took part in the survey, representing a 54% response rate. 752 survey submissions provided the Association with robust data of +/- 2.4% overall (assuming a 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 46.7% (50%-2.4%) and 52.4% (50%+3.9%). This is very robust data and data upon which ELHA 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 shows the sample profile broken down by street compared to the population. As can be seen below, the interview profile is in line with the overall tenant population profile in terms of geography.

Property size	No. of tenants	% of tenants	No. of interviews	% of interviews
2	323	23.2%	166	22.1%
3	657	47.2%	361	48.0%
4+	413	29.6%	225	29.9%
<b>Total</b>	<b>1393</b>	<b>100.0%</b>	<b>752</b>	<b>100.0%</b>

Property type	No. of tenants	% of tenants	No. of interviews	% of interviews
4 in a block	63	4.5%	34	4.5%
House	792	56.9%	430	57.2%
Other flat	228	16.4%	122	16.2%
Tenement	310	22.3%	166	22.1%
<b>Total</b>	<b>1393</b>	<b>100.0%</b>	<b>752</b>	<b>100.0%</b>

# Tenant Satisfaction Survey 2025

ARC classification	No. of tenants	% of tenants	No. of interviews	% of interviews
Ambulant Disabled	22	1.6%	9	1.2%
Amenity	116	8.3%	52	6.9%
General Needs	1231	88.4%	678	90.2%
Wheelchair	24	1.7%	13	1.7%
<b>Total</b>	<b>1393</b>	<b>100.0%</b>	<b>752</b>	<b>100.0%</b>

Street	No. of tenants	% of tenants	No. of interviews	% of interviews
Athelstaneford	15	1.1%	4	0.5%
Bolton	5	0.4%	1	0.1%
Cockenzie	56	4.0%	34	4.5%
Dirleton	20	1.4%	11	1.5%
Dunbar	146	10.5%	79	10.5%
East Linton	22	1.6%	11	1.5%
East Saltoun	14	1.0%	8	1.1%
Elphinstone	28	2.0%	14	1.9%
Garvald	7	0.5%	2	0.3%
Gifford	26	1.9%	14	1.9%
Gullane	12	0.9%	6	0.8%
Haddington	184	13.2%	107	14.2%
Innerwick	5	0.4%	1	0.1%
Macmerry	1	0.1%	0	0.0%
Musselburgh	189	13.6%	102	13.6%
North Berwick	7	0.5%	3	0.4%
Ormiston	63	4.5%	34	4.5%
Pencaitland	22	1.6%	12	1.6%
Port Seton	9	0.6%	3	0.4%
Prestonpans	164	11.8%	87	11.6%
Stenton	14	1.0%	8	1.1%
Tranent	227	16.3%	130	17.3%
Wallyford	107	7.7%	55	7.3%
West Barns	8	0.6%	3	0.4%
Whitecraig	42	3.0%	23	3.1%
<b>Grand Total</b>	<b>1393</b>	<b>100.0%</b>	<b>752</b>	<b>100.0%</b>

### 3.4 Interviewing and Quality Control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the 9<sup>th</sup> of May and the 9<sup>th</sup> of June 2025.

### 3.5 Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways. Data has been analysed on the basis of a comparison with the results gathered during East Lothian Housing Association's 2022 tenant satisfaction surveys. The results have also been analysed for specific questions by various factors as requested by the Association.

Throughout this report the figures show the results as percentages and base numbers are also shown where appropriate.

Percentages are rounded to one decimal place. For this reason, not all percentages 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 in some parts of the report percentages may be expressed to one decimal place.

### 3.6 Report Structure

This document details the key findings to emerge from the survey.

4. OVERALL SATISFACTION
5. CUSTOMER CARE
6. COMMUNICATION AND TENANT INVOLVEMENT
7. THE REPAIRS SERVICE AND HOUSING QUALITY
8. THE NEIGHBOURHOOD
9. RENT, VALUE FOR MONEY AND FINANCIAL MANAGEMENT
10. TENANT PRIORITIES
11. HOUSEHOLD INFORMATION
12. ABOUT THE HOUSEHOLD
13. CONCLUSIONS AND RECOMMENDATIONS

APPENDIX 1: QUESTIONNAIRE

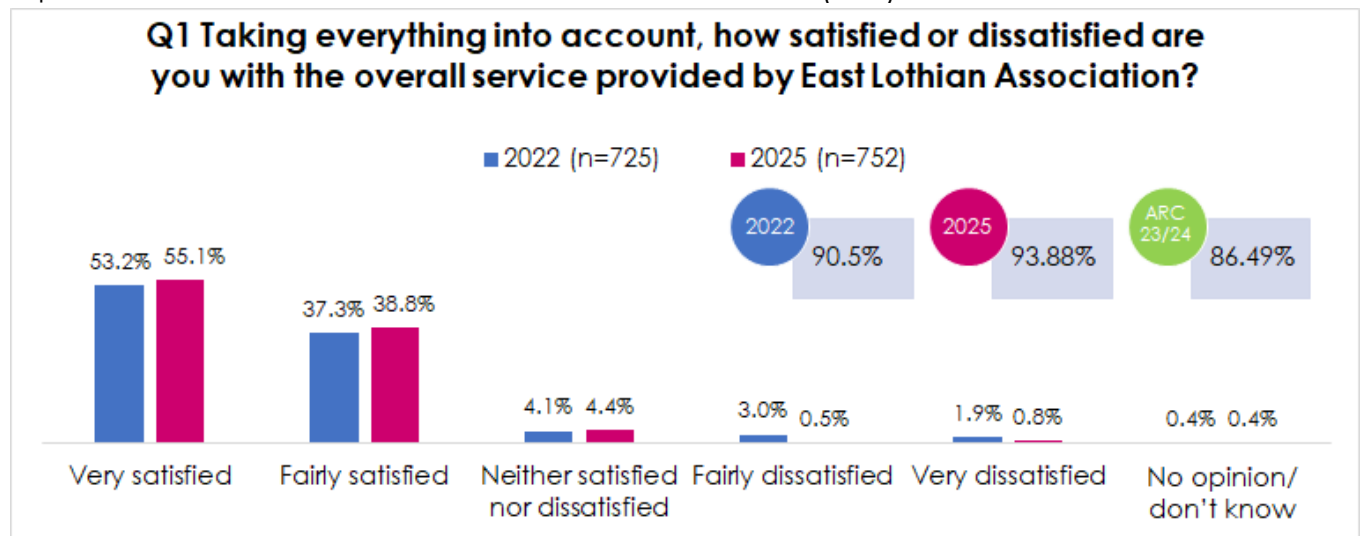
APPENDIX 2: TECHNICAL REPORT SUMMARY

## 4. OVERALL SATISFACTION

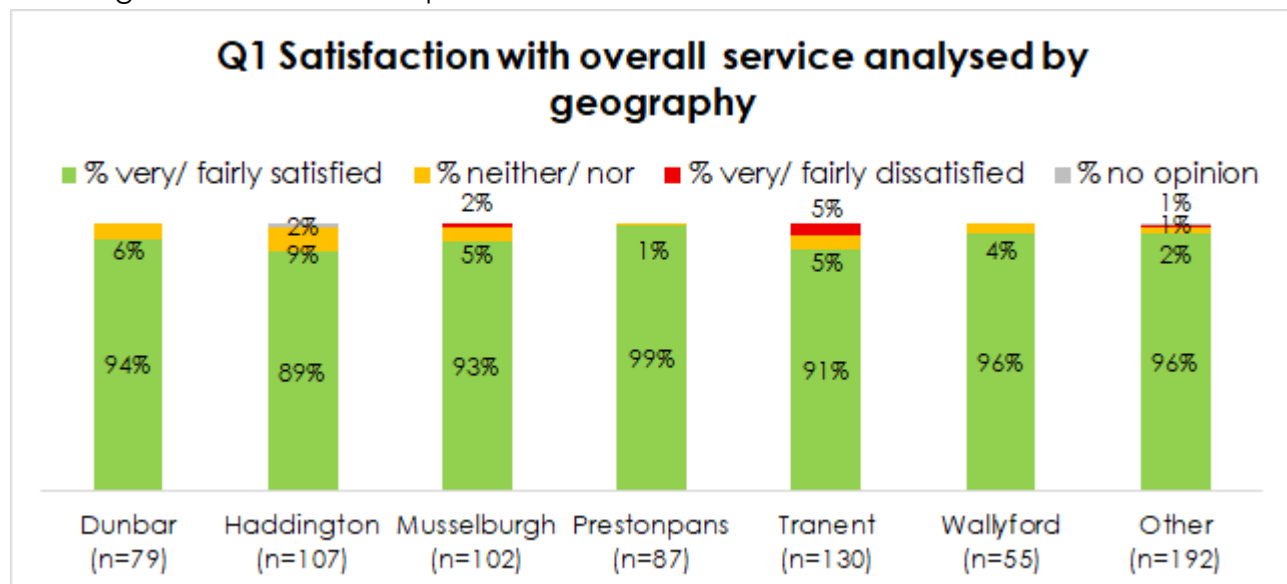
### 4.1 Satisfaction with the overall service provided (Q1/2)

The survey opened by asking respondents how satisfied or dissatisfied they were with the overall service provided by East Lothian Housing Association. More than nine in ten tenants (94%) were either very or fairly satisfied in this respect compared to 4% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied.

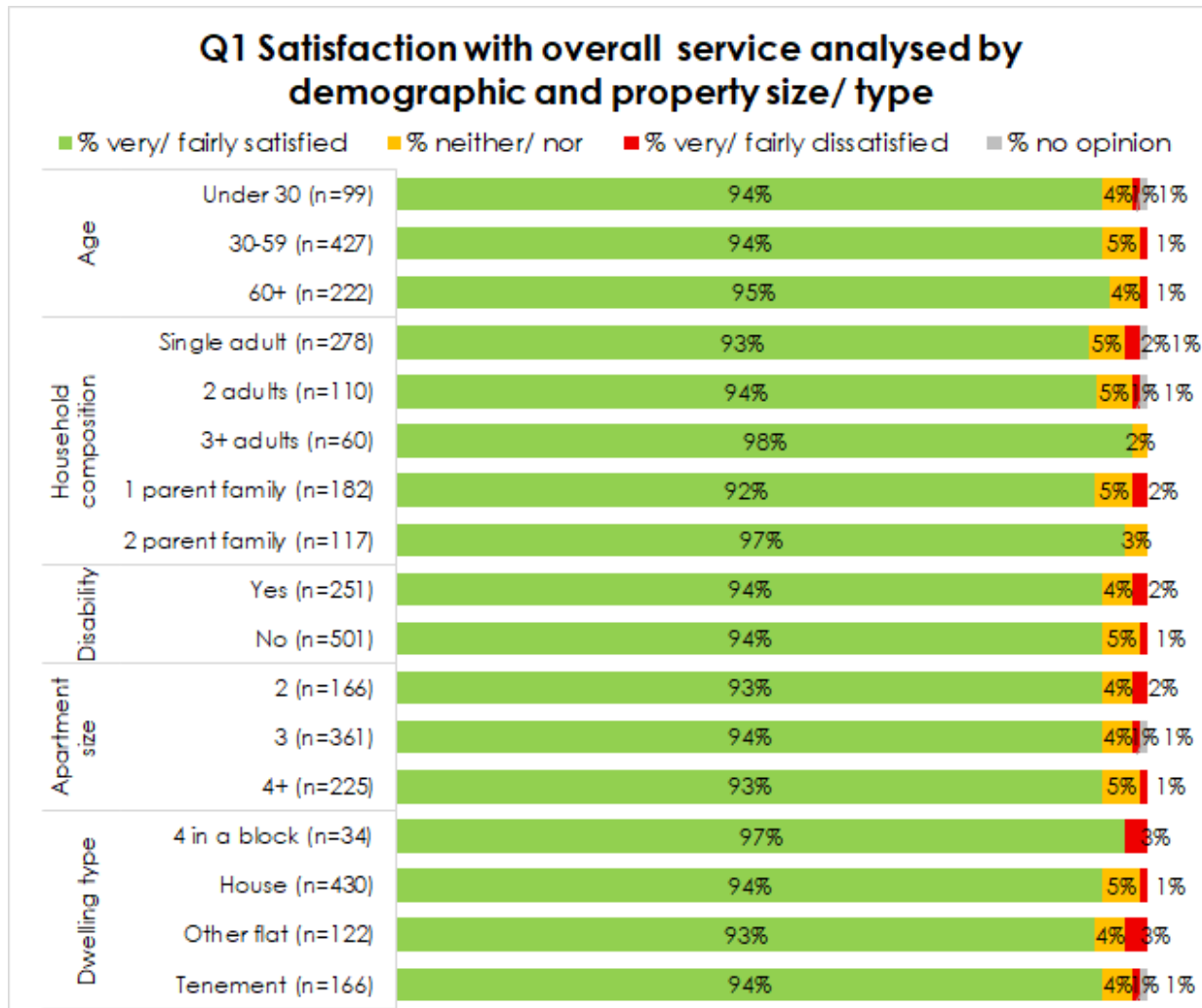
Overall satisfaction is marginally higher than was reported in 2022 (90.5%) and consistent with the 2019 survey (94%). Overall satisfaction in this respect is higher than the Scottish average reported in the Annual Return on the Charter for 2023/24 (86%).



Analysis by geography shows that satisfaction with the overall service ranges from 89% in Haddington to 99% in Prestonpans.



Analysis has been undertaken on the basis of age, household composition, disability, apartment size and dwelling type. This analysis reveals that overall satisfaction does not vary significantly by any of these factors.



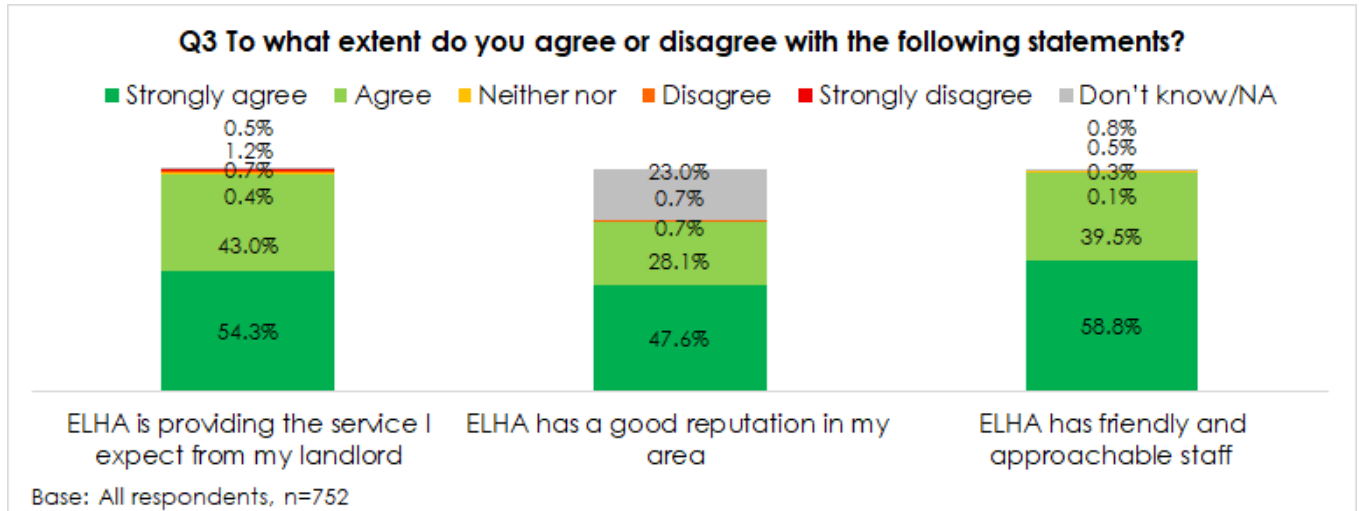
All respondents were asked to explain their reasons for their response to this question. The open ended comments have been coded thematically and show that 26% of tenants said they had no issues, 25% said the Association provides good services and 14% were complimentary about their home.

Q2 Can you please explain why?		
Base: All respondents, n=752	No.	%
No issues/ problems	197	26.2%
Provide good services e.g. repairs/ maintenance	185	24.6%
Good quality homes/ like my home	108	14.4%
Happy overall	100	13.3%
Staff always helpful/ friendly	73	9.7%
Good area/ like neighbours	50	6.6%
Improvements needed to maintenance/ repairs service	40	5.3%
Rent too high	22	2.9%
Home needs improvements e.g. kitchen/ bathroom	21	2.8%
Good customer service	18	2.4%
Other	10	1.3%
Don't know	15	2.0%

## 5. CUSTOMER CARE

### 5.1 Statements about the Association (Q3-5)

Respondents were asked to what extent they agreed or disagreed with various statements about the Association. This showed that the vast majority (97%) were in agreement that the Association is providing the service they expect from their landlord and 98% agreed that ELHA has friendly and approachable staff. Fewer respondents were in agreement that the Association has a good reputation in the area although only 1% disagreed or strongly disagreed, 1% neither agreed nor disagreed and 23% were unsure.



The proportion of respondents who agreed that the Association is providing the service expected has increase from 89.5% in 2022 to 97% in 2025. On the other hand, agreement with the statement “ELHA has a good reputation in my area” has decreased from 88% in 2022 to 76% in 2025.

Q3 To what extent do you agree or disagree with the following statements?		
	2022 (n=725)	2025 (n=752)
ELHA is providing the service I expect from my landlord	89.5%	97.2%
ELHA has a good reputation in my area	88.4%	75.7%
ELHA has friendly and approachable staff	94.9%	98.3%

The comments provided by tenants who did not agree the Association is providing the service expected from their landlord are shown below. These were generally where respondents felt their home was not maintained as expected or where they were unhappy with the quality of services such as the repairs service.

Where tenants felt the Association did not have good reputation in the area they provided a variety of reasons such as being unhappy with the quality of homes, dissatisfaction with the repairs service or where they felt rents were expensive.



Tenants who did not agree that the Association has friendly and approachable staff spoke about their personal experience of times where they had experienced unhelpful or unfriendly staff.

Over half of tenants (56%) were aware of ELHA's Customer Service Charter which sets out the targets and timescales that they have set themselves for responding to enquiries. Analysis by area reveals that those who lived in Prestonpans were significantly less likely than all other areas to say they were aware of the Customer Service Charter (31%). Tenants living in Tranent were most likely to be aware (65%).

## 5.2 Contact with the Association (Q6-10)

Just 15% of respondents have contacted the Association other than to report a repair or pay their rent in the last 3 years. This was most likely to be discuss a transfer or exchange (29%) or to discuss rent arrears (28%). Where respondents had reported other issues this was generally where they had an enquiry about welfare benefits or rent charges or where they wanted to request medical adaptations such as handrails.

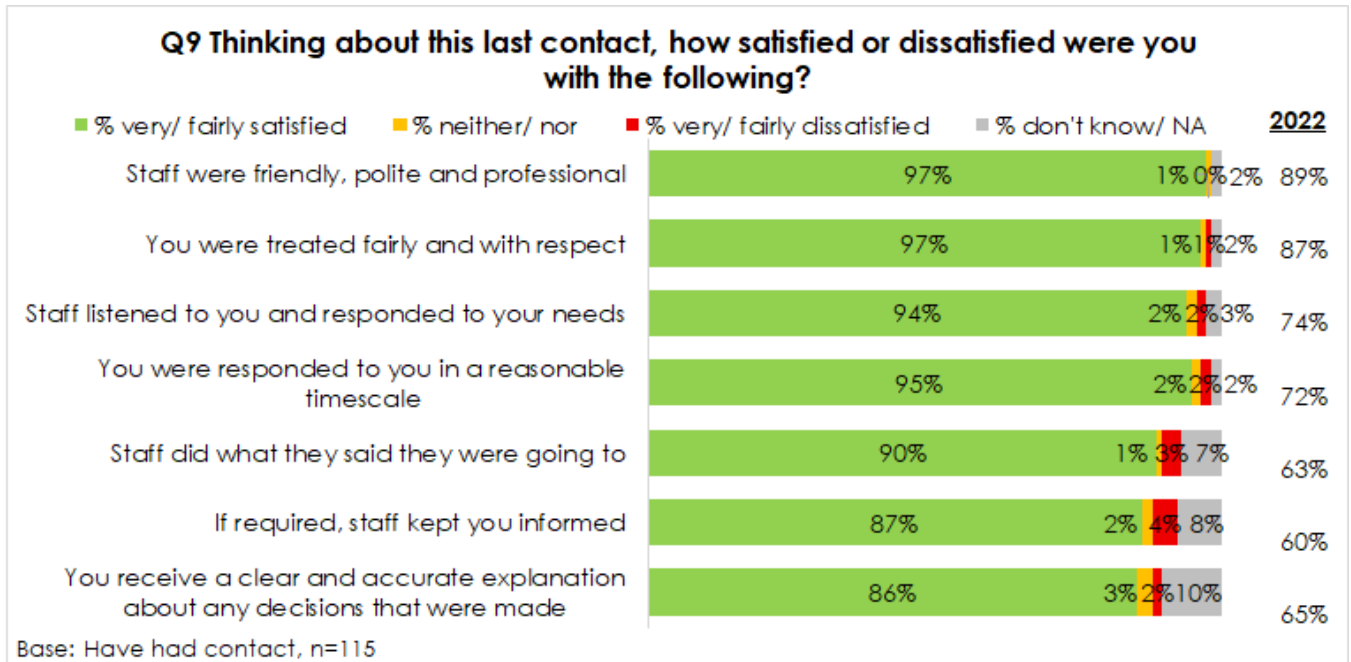
<b>Q7 Thinking of the LAST time you contacted ELHA, apart from paying rent or reporting a repair, what was your reason for contact?</b>		
<b>Base: Have contacted the Association in the last year, n=115</b>	<b>No.</b>	<b>%</b>
Transfer or exchange	33	28.7%
To discuss rent arrears	32	27.8%
Neighbour dispute	4	3.5%
Financial advice	3	2.6%
Complaint about a service	1	0.9%
Some other reason (please explain)	31	27.0%
Can't remember	11	9.6%

The vast majority of tenants contacted the Association by telephone on the last occasion (75%). The proportion of tenants contacting the Association has increased from 65% in 2022. On the other hand, email contact has fallen from 18% in 2022 to 9% in 2025, as has contact via the 'My Home' contact form which has decreased from 29% in 2022 to 5% in 2025.

<b>Q8 Thinking of the LAST time you contacted ELHA, apart from paying rent or reporting a repair, how did you make contact?</b>		
<b>Base: Have contacted the Association in the last year, n=115</b>	<b>No.</b>	<b>%</b>
Phone	86	74.8%
Email	10	8.7%
'My home' contact form	6	5.2%
Live help	6	5.2%
Visited the office	3	2.6%
Contact form on elha.com	1	0.9%
Other	3	2.6%

Those who had contacted the Association in the last year were asked to rate how satisfied or dissatisfied they were with various aspects of the contact they had. As can be seen in the following chart, satisfaction levels were lowest regarding receiving a clean and accurate explanation about any decisions made (86%) and in terms of being kept informed by staff (87%). On the other hand, satisfaction was highest regarding staff being friendly, polite and professional (97%) and that tenants were treated fairly and with respect (97%).

Compared to the 2022 survey, satisfaction levels have increased for all contact aspects, with the largest increases being seen regarding staff doing what they said they would do and staff keeping tenants informed (both aspects have increased by 27 percentage points).



### 5.3 Awareness of how to make a complaint (Q10)

The vast majority of respondents said they would know how to complaint to the Association if they were dissatisfied with any aspect of the service received by ELHA. Interestingly, tenants who considered themselves disabled (89%) were slightly less likely to be aware of how to make a complaint than tenants who were not disabled (96%). Furthermore, household with 3 or more adults were more likely to be aware of how to make a complaint (98%) than tenants who lived as a single adult (89%) or 2 parent families (88%).

## 5.4 Social media (Q11/12)

More than 6 in 10 tenants (64%) would use social media platforms such as Facebook, Instagram, YouTube and LinkedIn. As age increases the proportion of tenants who use social media decreases with age, for example from 90% for tenants aged under 30 to 76% for tenants aged 30-59 and again to 27% for aged 60 and over.

Those who used social media were asked which social media they would follow the Association on. the most popular sources were WhatsApp (86%), YouTube (72%) and TikTok (52%). WhatsApp was the most popular choice for respondents across all age groups. Older respondent over 60 were significantly less likely than younger respondents to say they would follow the Association on TikTok, Instagram, Facebook, LinkedIn or X/Twitter.

Q12 Which social media would you follow ELHA on?				
	All respondents	Under 30	30-59	60+
Base	478	89	326	60
WhatsApp	86%	90%	87%	75%
YouTube	72%	76%	74%	62%
TikTok	52%	80%	53%	10%
Instagram	45%	72%	45%	8%
Facebook	44%	66%	43%	18%
LinkedIn	10%	15%	10%	2%
X/ Twitter	8%	9%	9%	3%
None	4%	1%	3%	12%

## 6. COMMUNICATION AND TENANT INVOLVEMENT

### 6.1 Communication sources (Q13)

The majority of tenants said if they were looking for information on ELHA's services they would prefer to get this by using their "My Home" account (57%). A further 13% said they would search the Association's website and 10% would pick up or request an information leaflet.

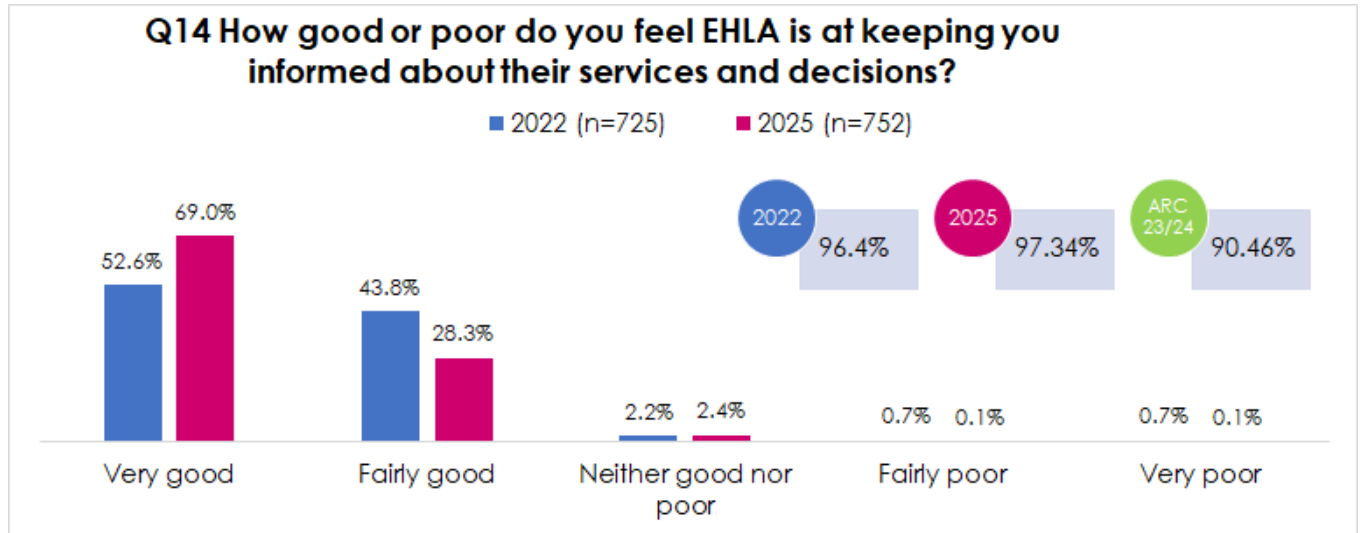
Q13 If you were looking for information on ELHA's services, how would you prefer to get this?		
Base: All respondents, n=752	No.	%
Use your My Home account	426	56.6%
Search ELHA.com	96	12.8%
Pick up or request an information leaflet	76	10.1%
Phone	53	7.0%
Check Talkback or the e-Talk newsletters	44	5.9%
Letters	40	5.3%
Email	7	0.9%
Other - please say what	10	1.3%

Analysis by age is shown in the table below as reveals that tenants aged under 30 were most likely to say they would use their My Home account to source information (82%), while tenants aged 60 and over were least likely (20%). Tenants aged 60 and over were most likely to say they would pick up or request an information leaflet (23%).

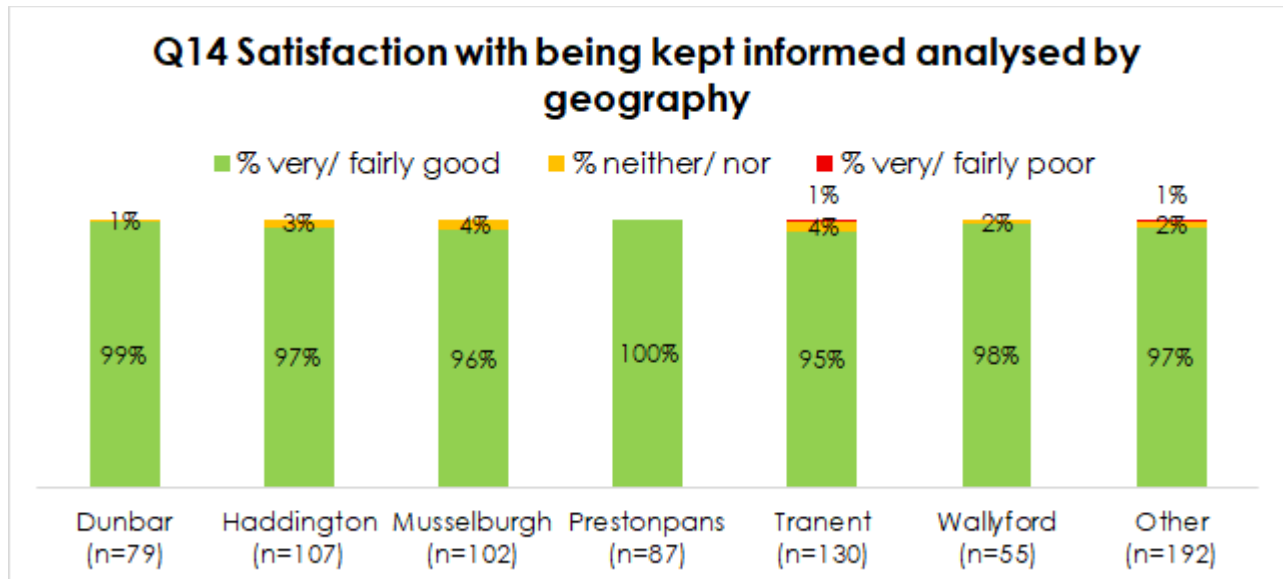
Q13 If you were looking for information on ELHA's services, how would you prefer to get this?				
	All	Under 30	30-59	60+
Base	748	99	427	222
Use your My Home account	57%	82%	70%	20%
Search ELHA.com	12%	9%	14%	11%
Check Talkback or the e-Talk newsletters	6%	6%	6%	5%
Pick up or request an information leaflet	10%	1%	6%	23%
Other (would email/ call/ prefer letters etc)	15%	2%	5%	41%

## 6.2 Keeping Tenants Informed (Q14/15)

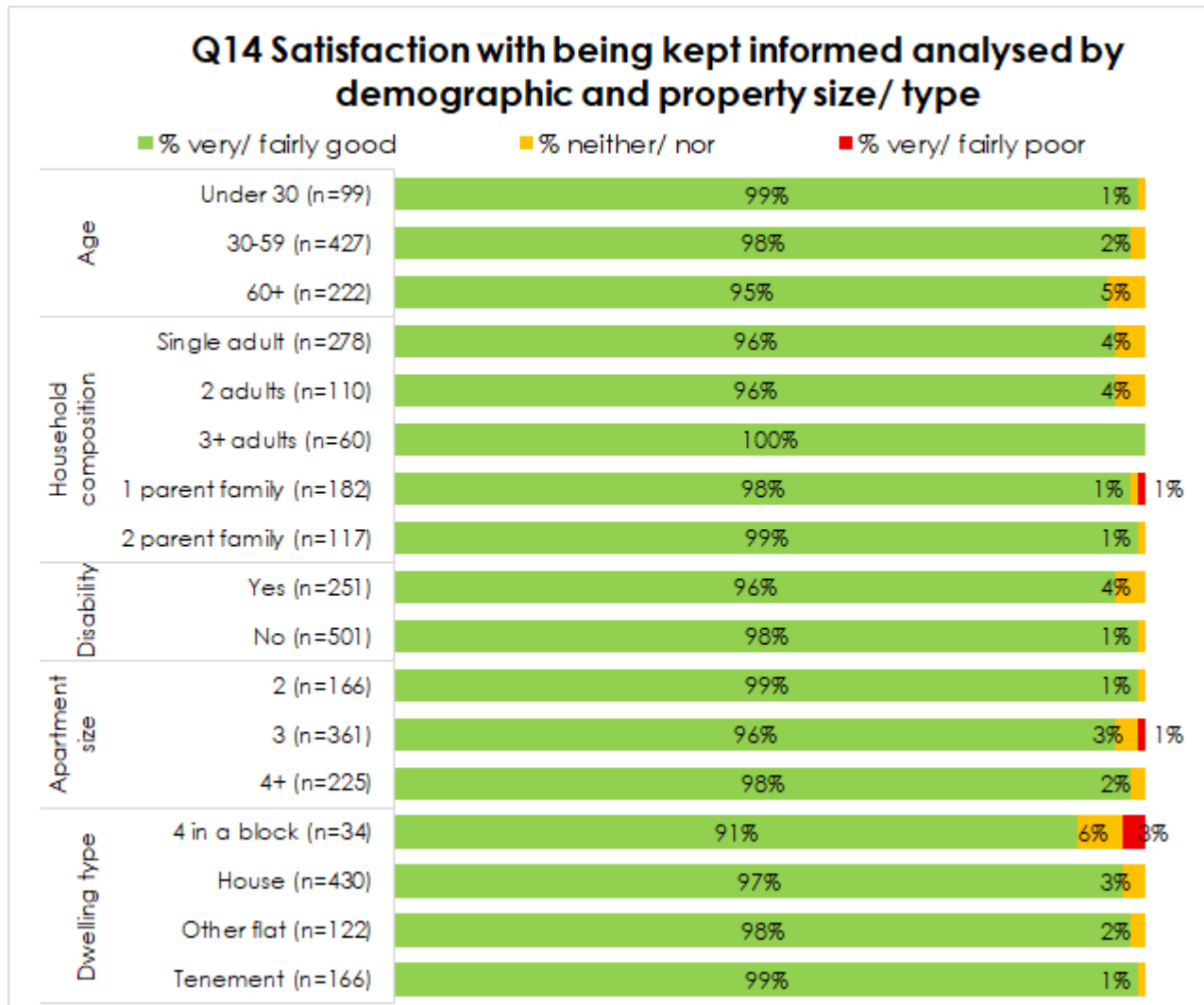
Almost all tenants (97%) considered the Association to be very or fairly good at keeping them informed about Association activities and decisions, compared to 2% who were neither satisfied nor dissatisfied and less than 1% who were of the opinion the Association was very or fairly poor. Overall satisfaction is consistent with the results reported in the 2022 tenant satisfaction surveys (96%). Overall satisfaction in this respect is higher than the Scottish average reported in the Annual Return on the Charter for 2023/24 (90%).



Analysis by area reveals that tenants living in Tranent were slightly less likely to be satisfied with being kept informed (95%) than tenants who lived in Prestonpans (100%).



Our analysis shows that tenants who lived in four in a block properties (91%) were less likely to be of the opinion of the Association is good at keeping tenants informed than tenants than all other property types.



The twenty tenants who did not consider the Association to be good at keeping tenants informed were asked to explain why they said they would like to see more information generally including more follow up and communication on enquiries and where they said that communication was all digital now and they would prefer more information via letters.

### 6.3 Participation opportunities (Q16)

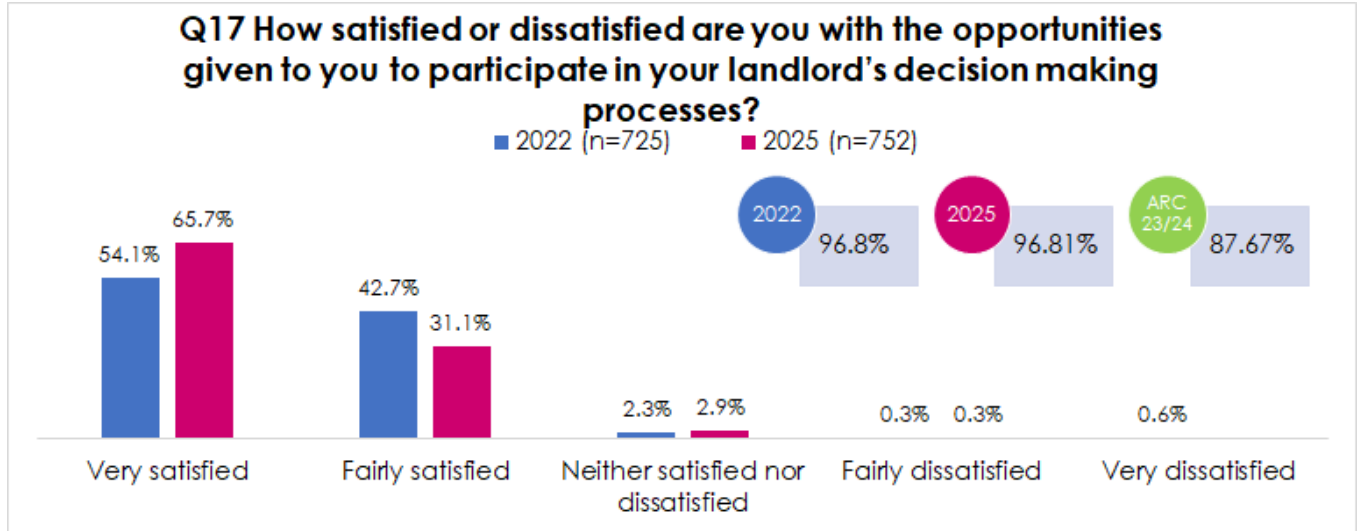
Tenants were asked about their awareness of and interest in the various participation opportunities the Association provides to tenants. Firstly, in terms of awareness, tenants were more likely to be aware they can respond to the rent consultation (42%, 37% in 2022), that they can become a tenant member and attend the AGM (23%, 27% in 2022) and that they become involved via the Tenant Panel (15%, 34.5% in 2022). Half of tenants were not aware of any participation opportunities. Tenants aged 60 and over were more likely to say they were not aware of any participation opportunities (60%) than tenants aged 30-59 (44%).

The vast majority of tenants (88%) said they would not be interested in participating in any of these ways. Interest in participating was highest regarding responding to the rent consultation (11%) which was also the activity which generated the highest interest in 2022 (12%). It is interesting to note that tenants aged 60 and over were most likely to say they would not be interested in participating in any way (96%) than tenants aged under 30 (87%) or aged 30-59 (85%).

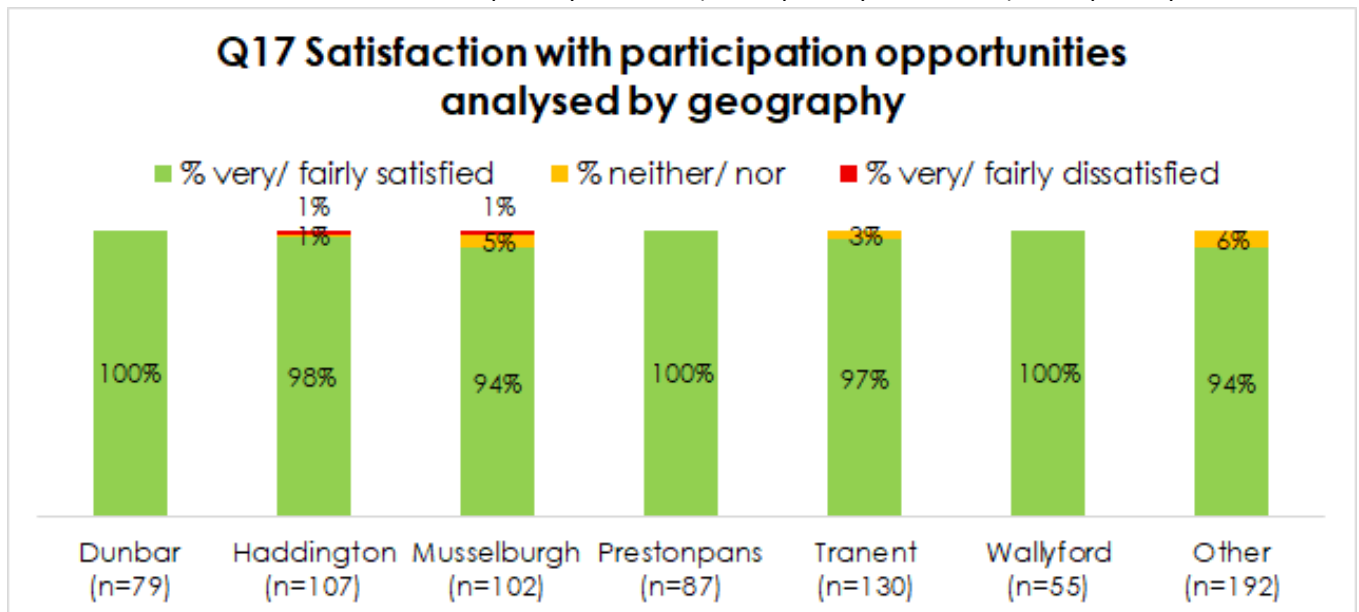
<b>Q16 ELHA provides a range of ways for tenants to get involved in their decision making processes and give their views. A) Were you aware that you could get involved in any of the following ways? B) would you be interested in getting more involved in any of the following ways?</b>				
<b>Base: Gave a response, n=752</b>	<b>a) Aware</b>		<b>b) Interested</b>	
	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>
Responding to the rent consultation	313	41.6%	83	11.0%
Tenant Panel	110	14.6%	1	0.1%
Scrutiny Group	35	4.7%	-	-
TIG Focus	36	4.8%	1	0.1%
TIG other	14	1.9%	-	-
TIG web	16	2.1%	-	-
Becoming a tenant member and attending the AGM	170	22.6%	3	0.4%
Becoming a member of the ELHA Board	99	13.2%	2	0.3%
Not aware/ interested	373	49.6%	665	88.4%

## 6.4 Satisfaction with participation opportunities (Q17/18)

With regards to participation opportunities provided by the Association, 97% of tenants (97% in 2022) were either very or fairly satisfied in this respect compared to 3% who were neither satisfied nor dissatisfied and 2 tenants who were fairly dissatisfied. Overall satisfaction in this respect is higher than the Scottish average in the Annual Return on the Charter 2023/24 (88%).

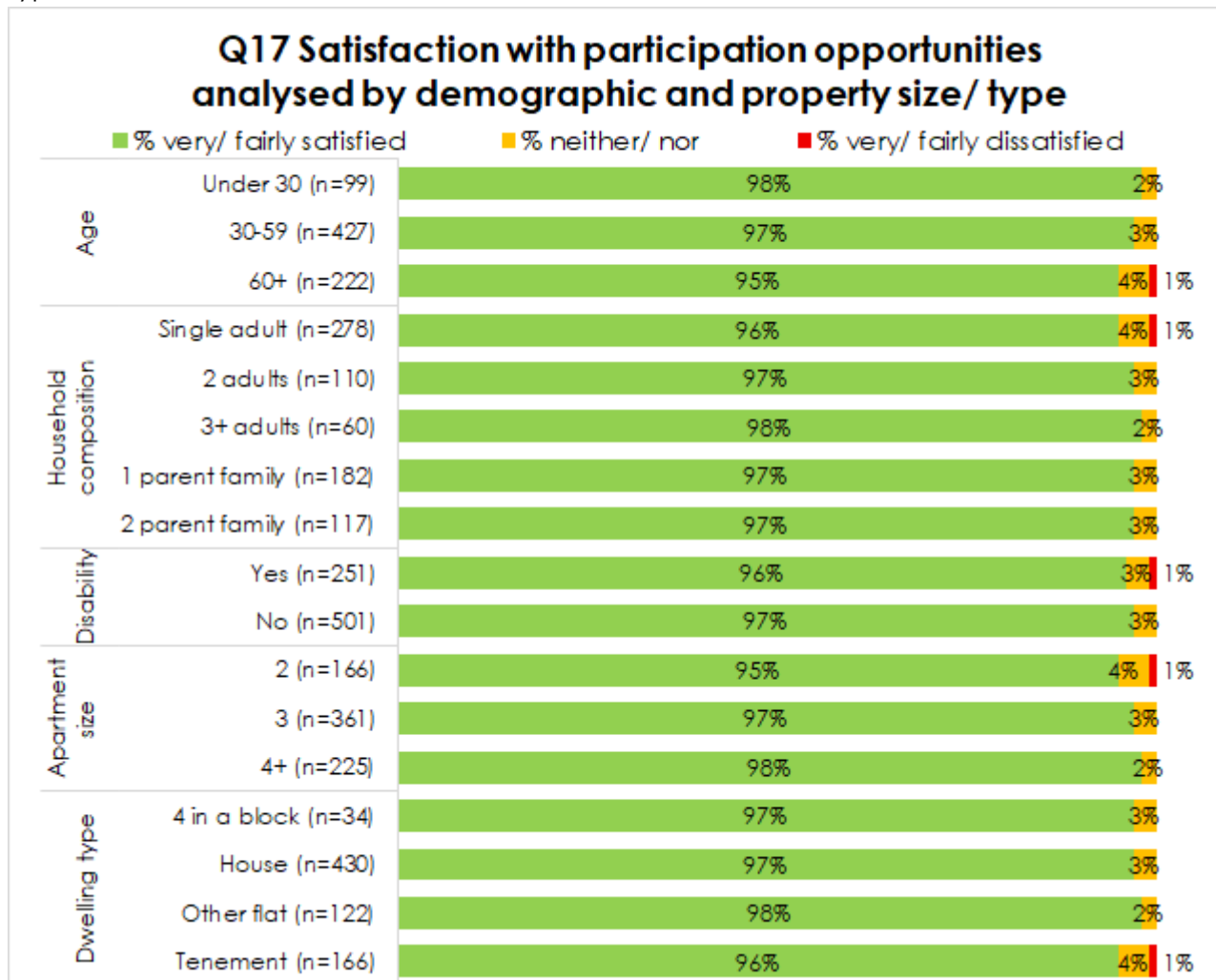


Analysis by area shows that tenants living in Musselburgh (94%) were less likely to be satisfied than tenants who lived in Dunbar (100%), Prestonpans (100%) and Wallyford (100%).





Further analysis shows that the results to this question do not vary by demographic or property type and size.

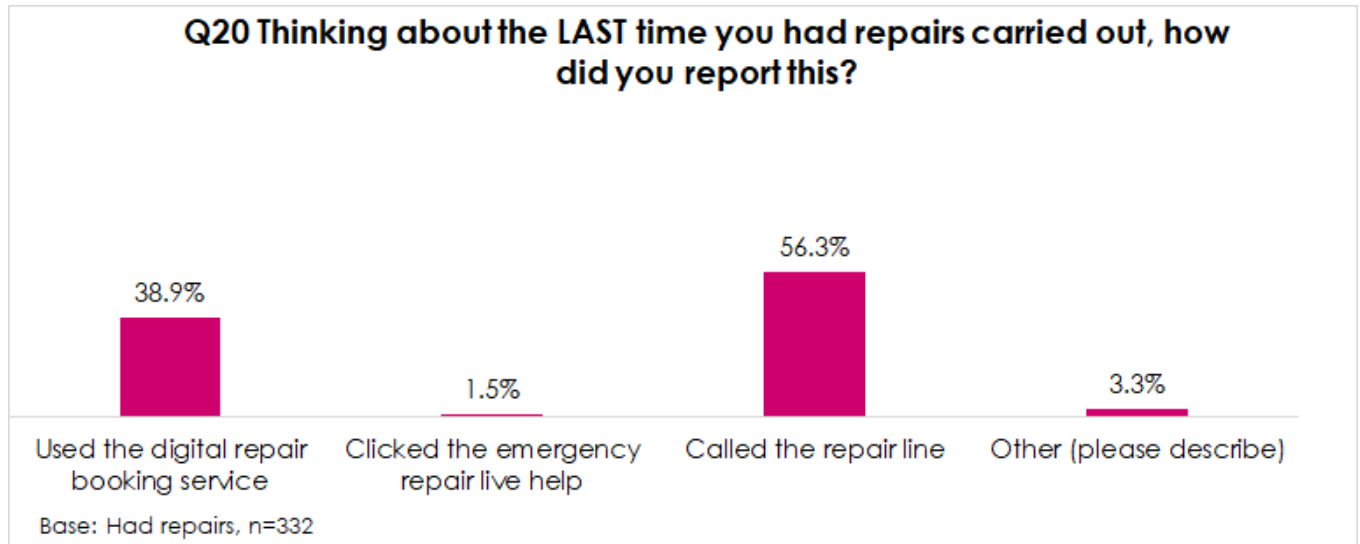


The main reasons given for not being satisfied with participation opportunities was where respondents had no interest in taking part or were unaware of opportunities.

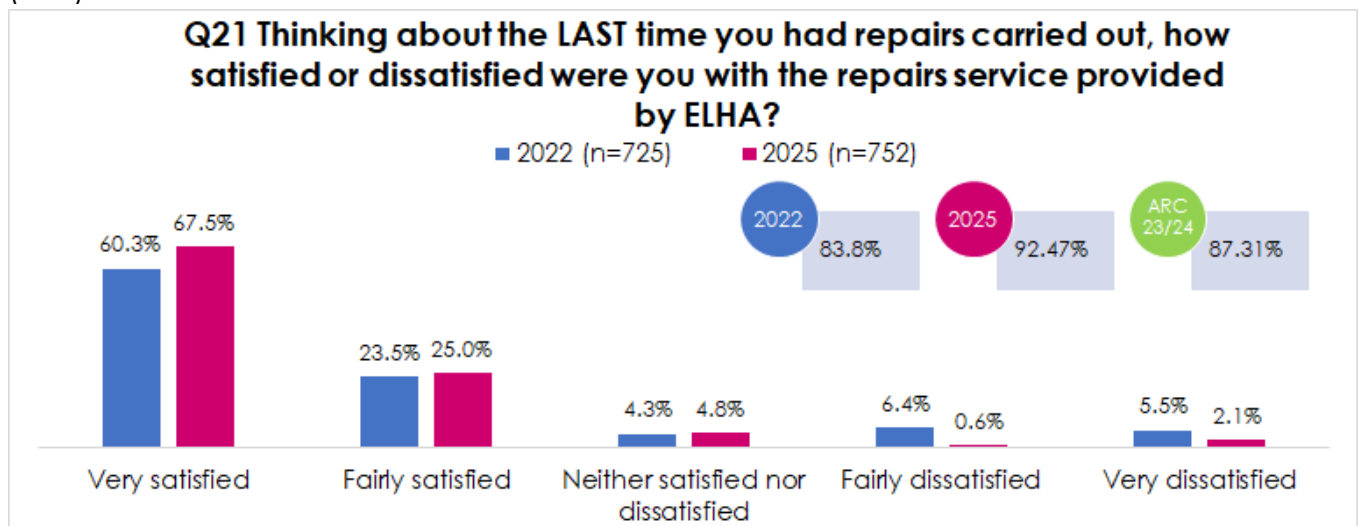
## 7. THE REPAIRS SERVICE AND HOUSING QUALITY

### 7.1 Satisfaction with the repairs service (Q19-23)

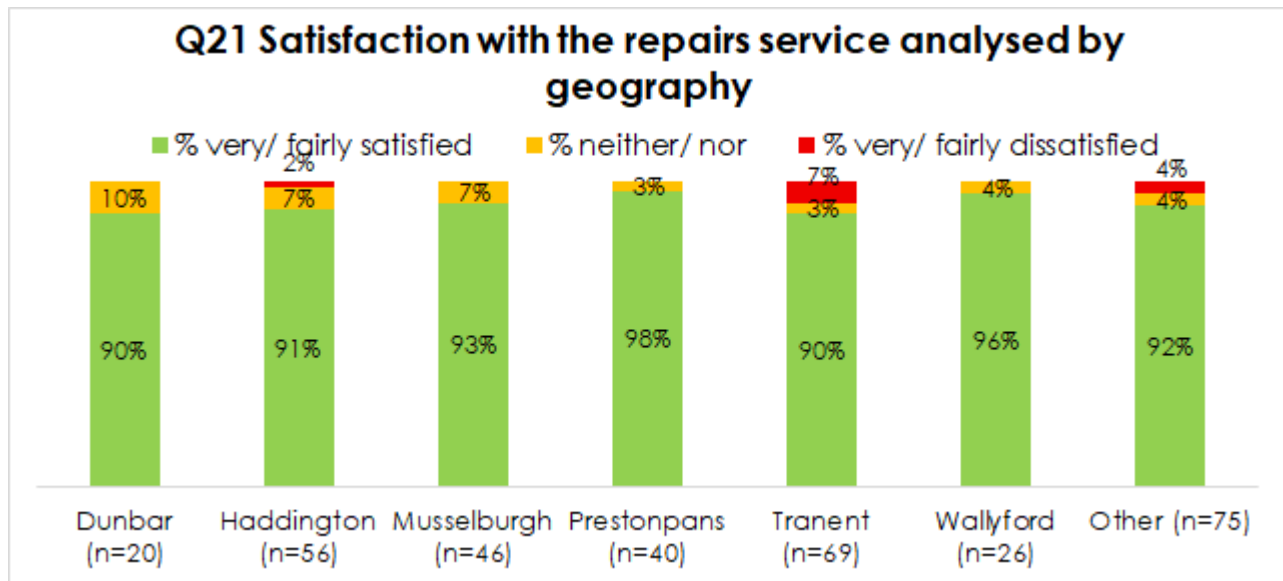
More than 4 in 10 tenants (44%, 48% in 2022) have had repairs carried out in their property within the last 12 months. The majority of these tenants reported the repair by calling the repair line (56%, 63% in 2022). It is interesting to note that tenants aged 60 and over were less likely to have used the digital repair booking service (16%) than tenants aged under 30 (53%) and were more likely to prefer telephoning the repair line (77%) than tenants aged under 30 (44%).



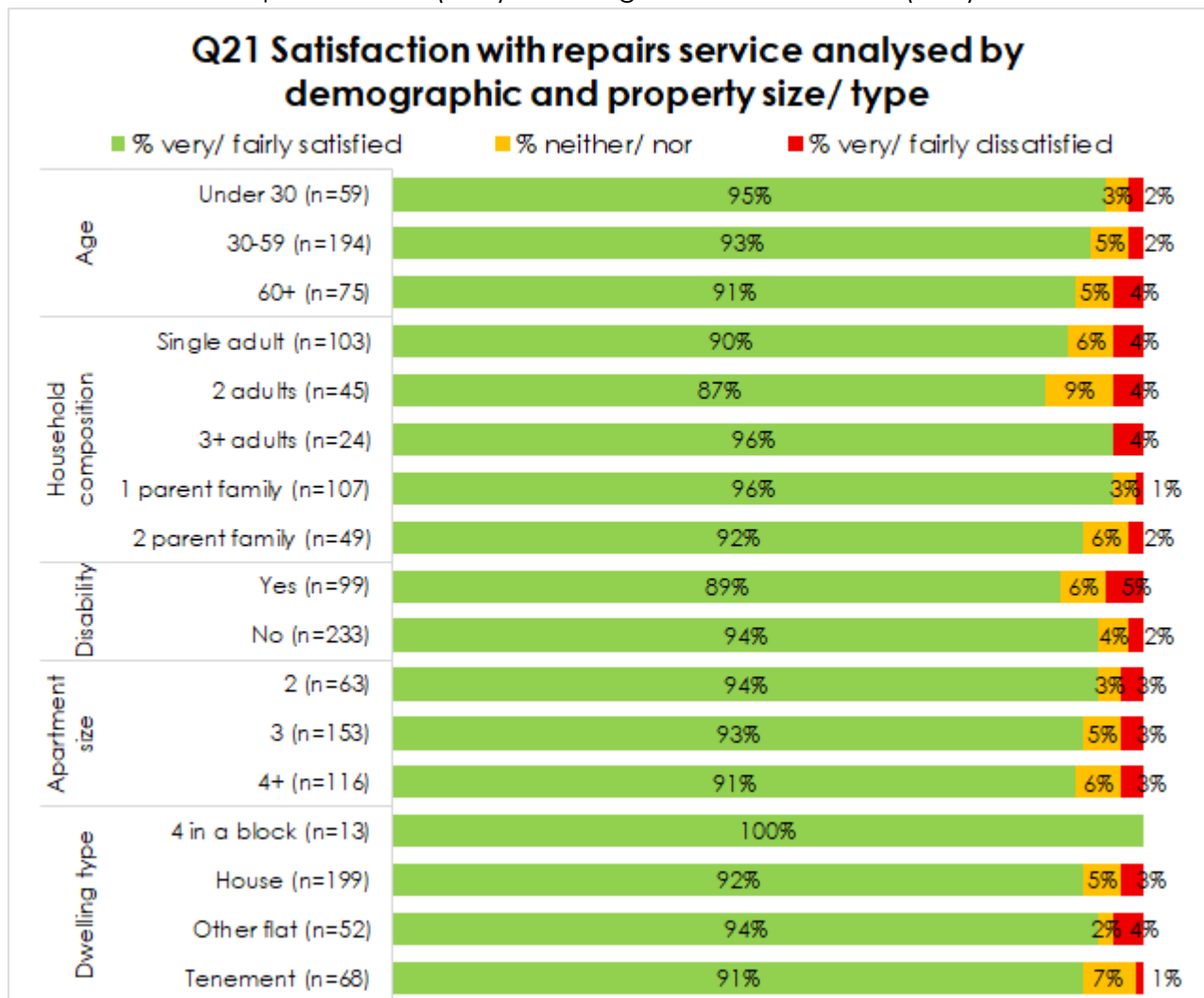
Over nine in ten tenants who had reported repairs (92%) were very or fairly satisfied with the repairs service on the last occasion, compared to 5% who were neither satisfied nor dissatisfied and 3% who were fairly dissatisfied. Overall satisfaction has seen a significant increase since 2022 (84%) and is higher than the Scottish average in the Annual Return on the Charter 2023/24 (87%).



Overall satisfaction with the repairs service does not vary significantly by area as shown in the chart below:

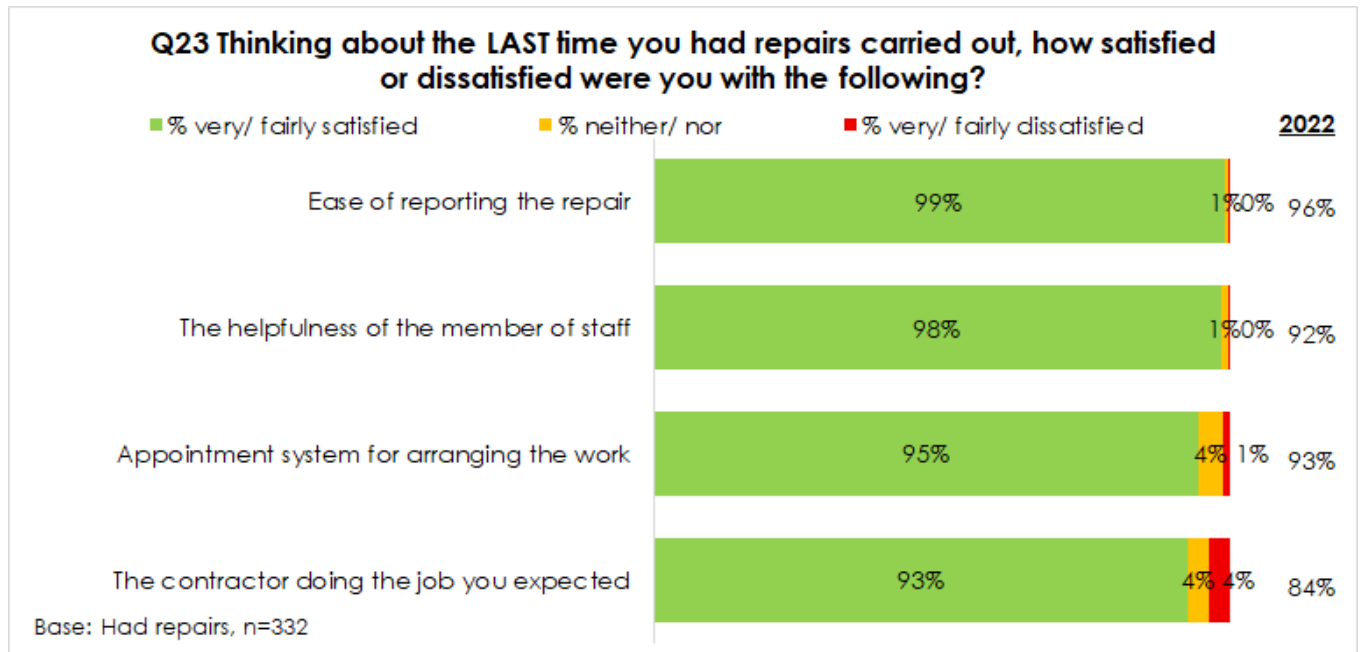


Our analysis shows that tenants living in one parent family households were more likely to be satisfied with the repairs service (96%) than single adult households (90%).



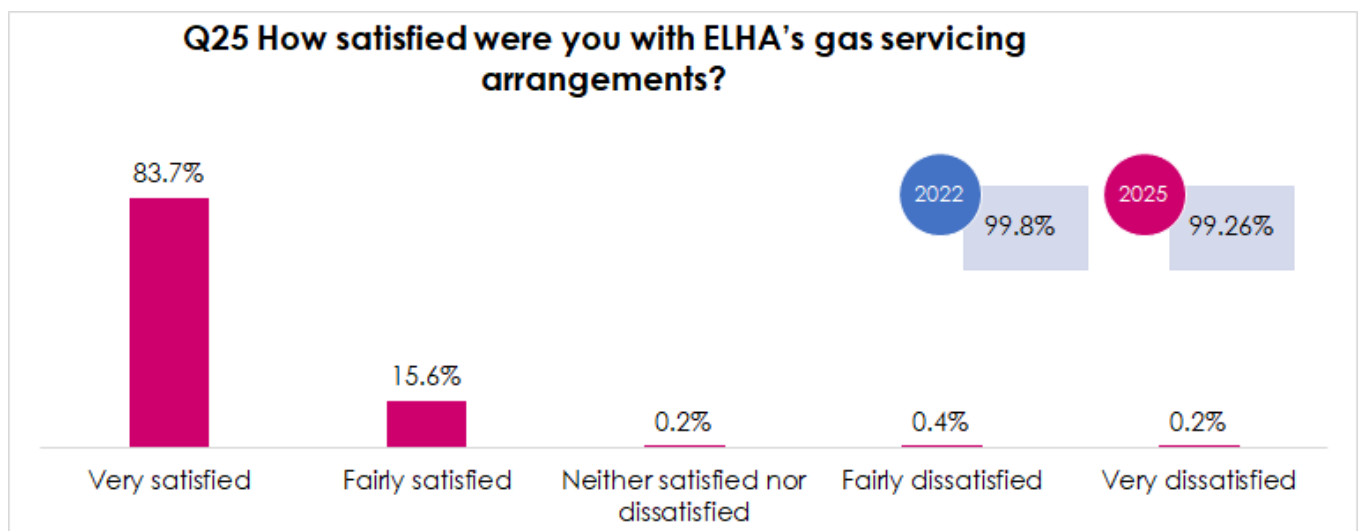
A total of 25 tenants were not satisfied with the repairs service. Comments were generally where tenants were unhappy with repairs timescales, where they were unhappy with the quality of repairs and where repairs were not completed on the first visit.

When asked about their satisfaction with aspects of the repairs service, 99% expressed satisfaction with the ease of reporting the repair (96% in 2022), 98% said they were satisfied with the helpfulness of the member of staff (98% in 2022), 95% were satisfied with the appointment system for arranging the work (93% in 2022) and 93% said they were satisfied with the contractor doing the job the tenant expected (84% in 2022).



## 7.2 Gas servicing (Q24/25)

Over 7 in 10 tenants (72%) have had a gas servicing appointment in the last 12 months, amounting to 540 respondents. Of these tenants, almost all (99%) were very or fairly satisfied with the Association's gas servicing arrangements (99.98% in 2022).

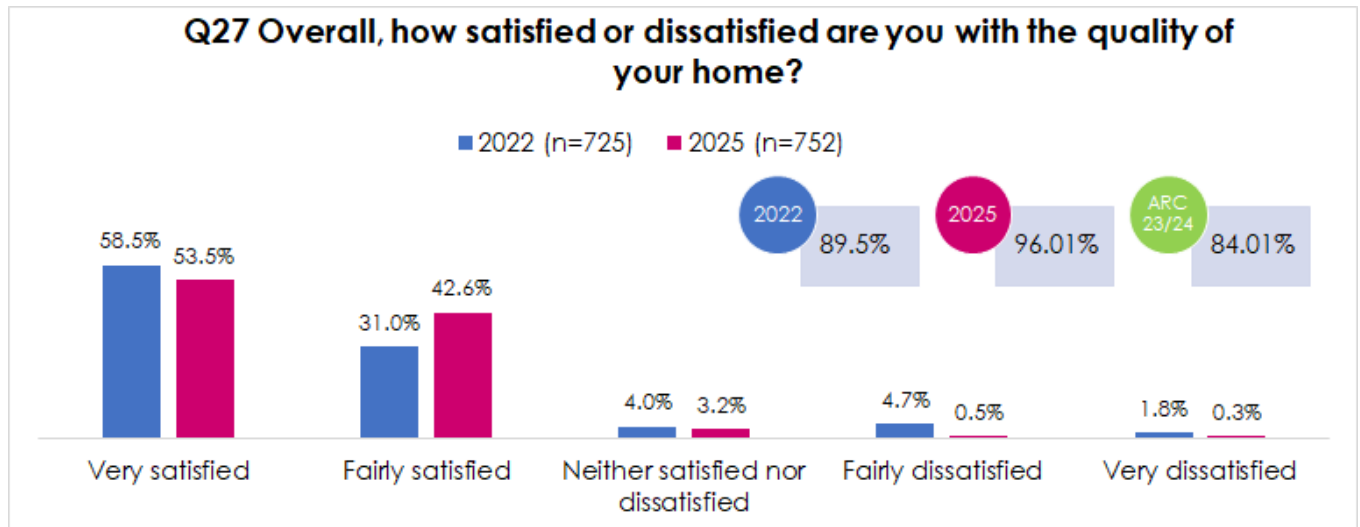


The four respondents who were not satisfied with gas servicing provided the following reasons for feeling this way:

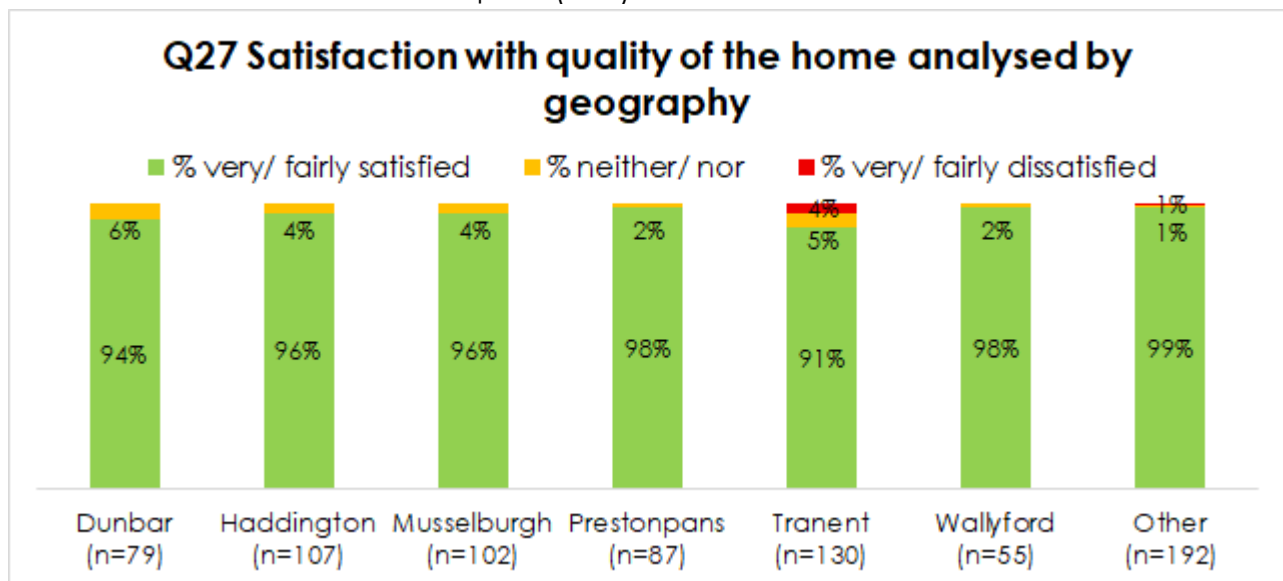
- *It was the day after that I had the problems with the boiler, and I wish they hadn't touched it.*
- *They could have worked around my work.*
- *It is a bit annoying how they do it every nine months - not yearly.*
- *It was missed, but they are coming back out.*

### 7.3 Quality of the home (Q27/28)

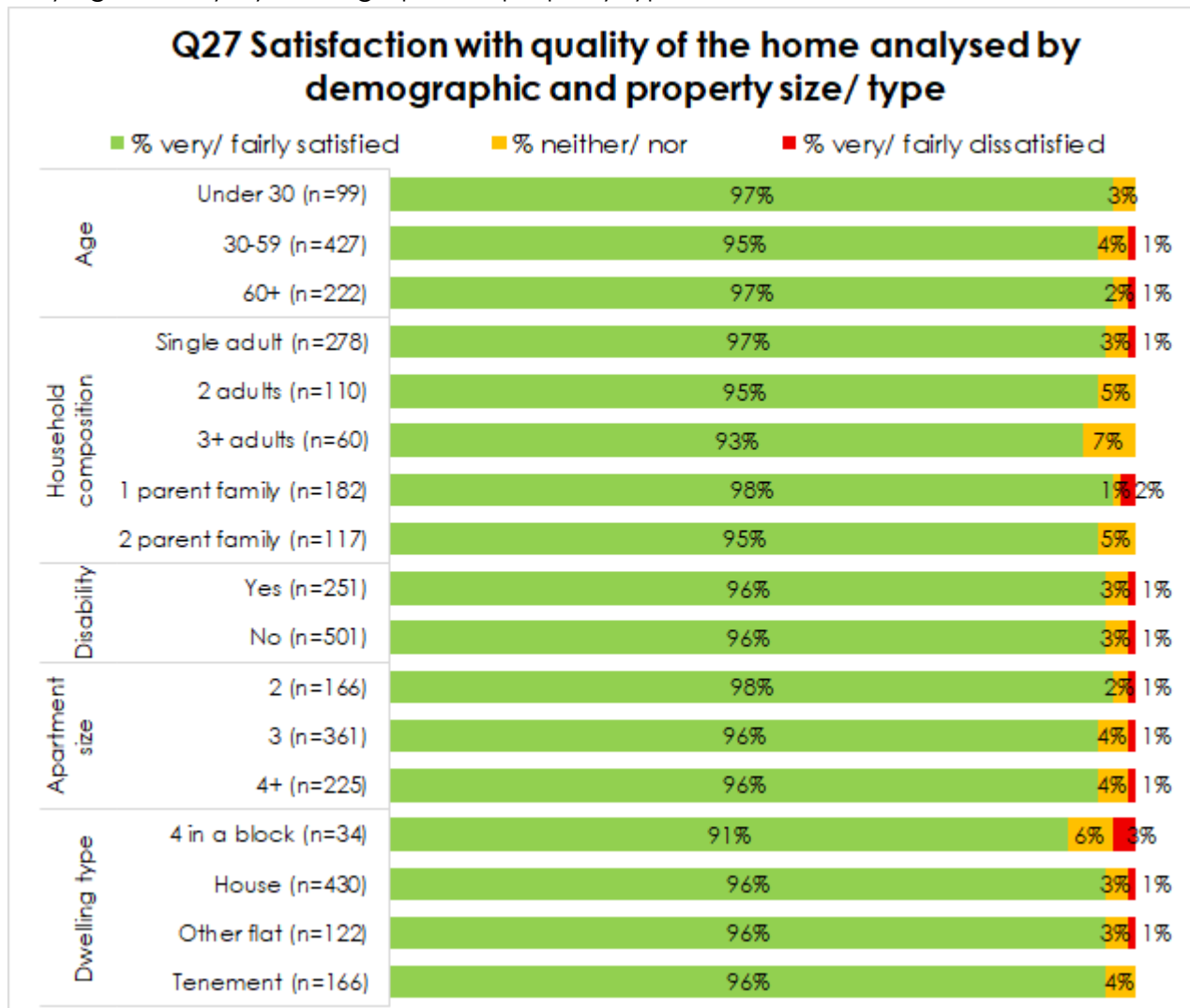
Just over 9 in 10 tenants (96%) were either very or fairly satisfied with the quality of their home compared to 3% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied. Overall satisfaction increased compared to the 2022 survey where 89.5% of tenants were satisfied. Overall satisfaction in this respect is higher than the Scottish average in the Annual Return on the Charter 2023/24 (84%).



Tenants who lived in Tranent were significantly less satisfied with the quality of their home (91%) than tenants who lived in Prestonpans (98%).



Analysis of this question by household composition reveals that overall satisfaction does not vary significantly by demographic or property type as shown in the table below:



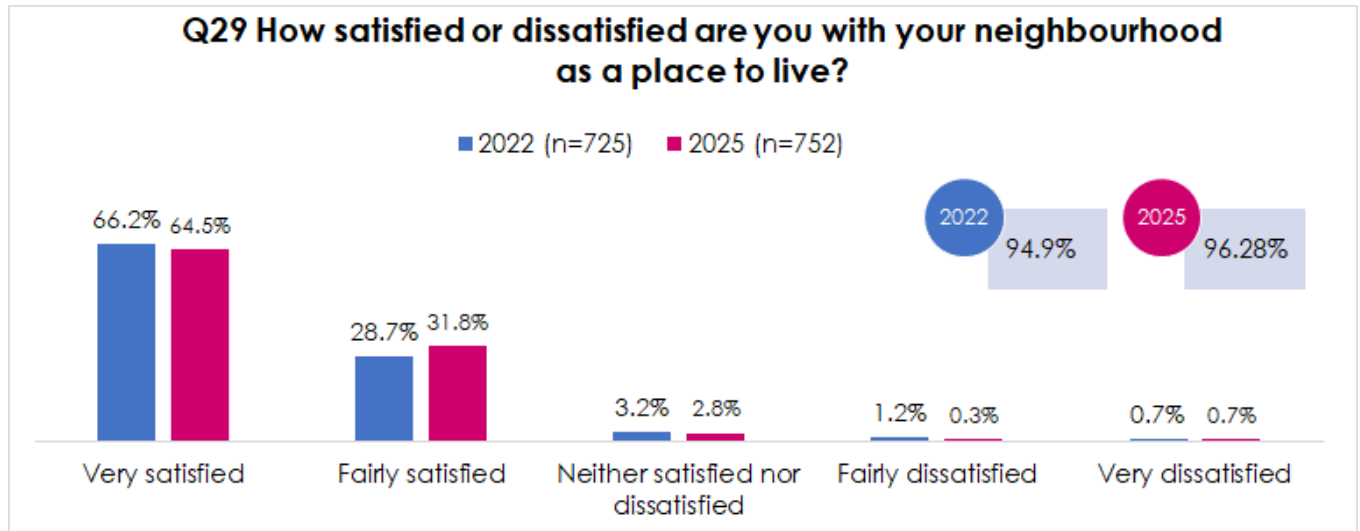
Tenants who were not satisfied with the quality of their home were asked to provide their reasons for feeling this way. The open comments provided to this question have been coded into common themes and listed in the table below. Comments were largely where tenants would like to see more upgrades in general to their home (40%), where they spoke about outstanding repairs issues (20%), or where they would like new doors (17%), new bathrooms (13%) and new windows (13%).

Q28 How could the quality of your home be improved?		
Base: Not satisfied with quality of the home, n=30	No.	%
General upgrades	12	40.0%
Carry out repairs	6	20.0%
New doors	5	16.7%
New bathroom	4	13.3%
New windows	4	13.3%
Upgrade kitchen	3	10.0%
Other	1	3.3%

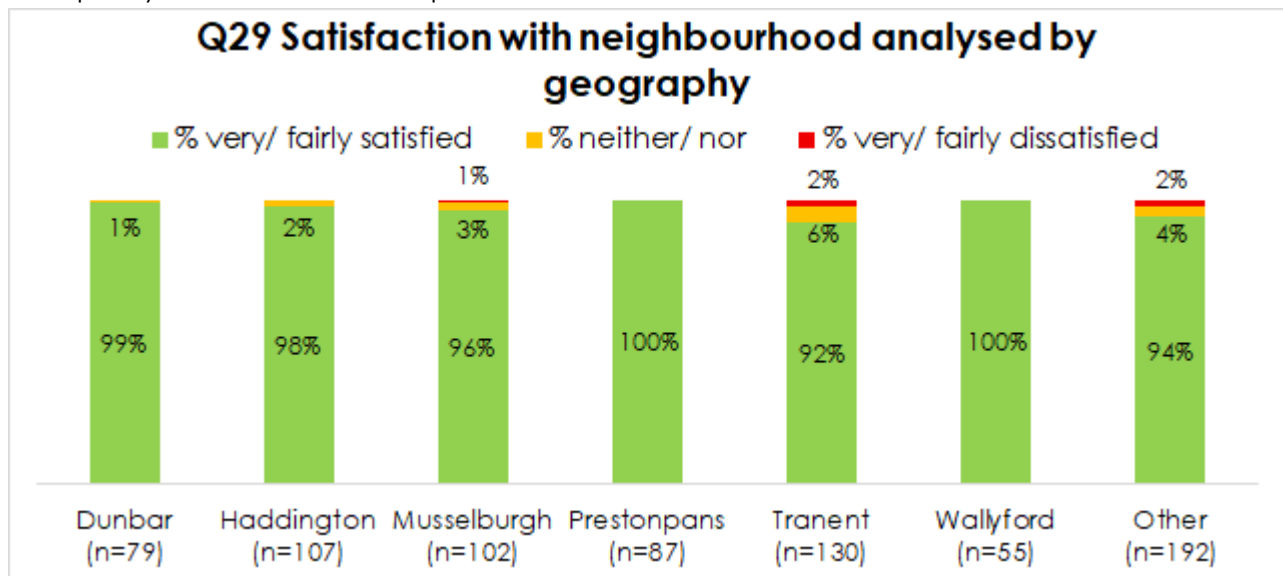
## 8. THE NEIGHBOURHOOD

### 8.1 Neighbourhood as a place to live (Q29)

In terms of the neighbourhood as a place to live, over 9 in 10 tenants (96%) said they were very or fairly dissatisfied, 3% were neither satisfied nor dissatisfied and 1% were very or fairly dissatisfied. Overall satisfaction is not significantly different from the 2022 survey where 95% were satisfied with the neighbourhood.

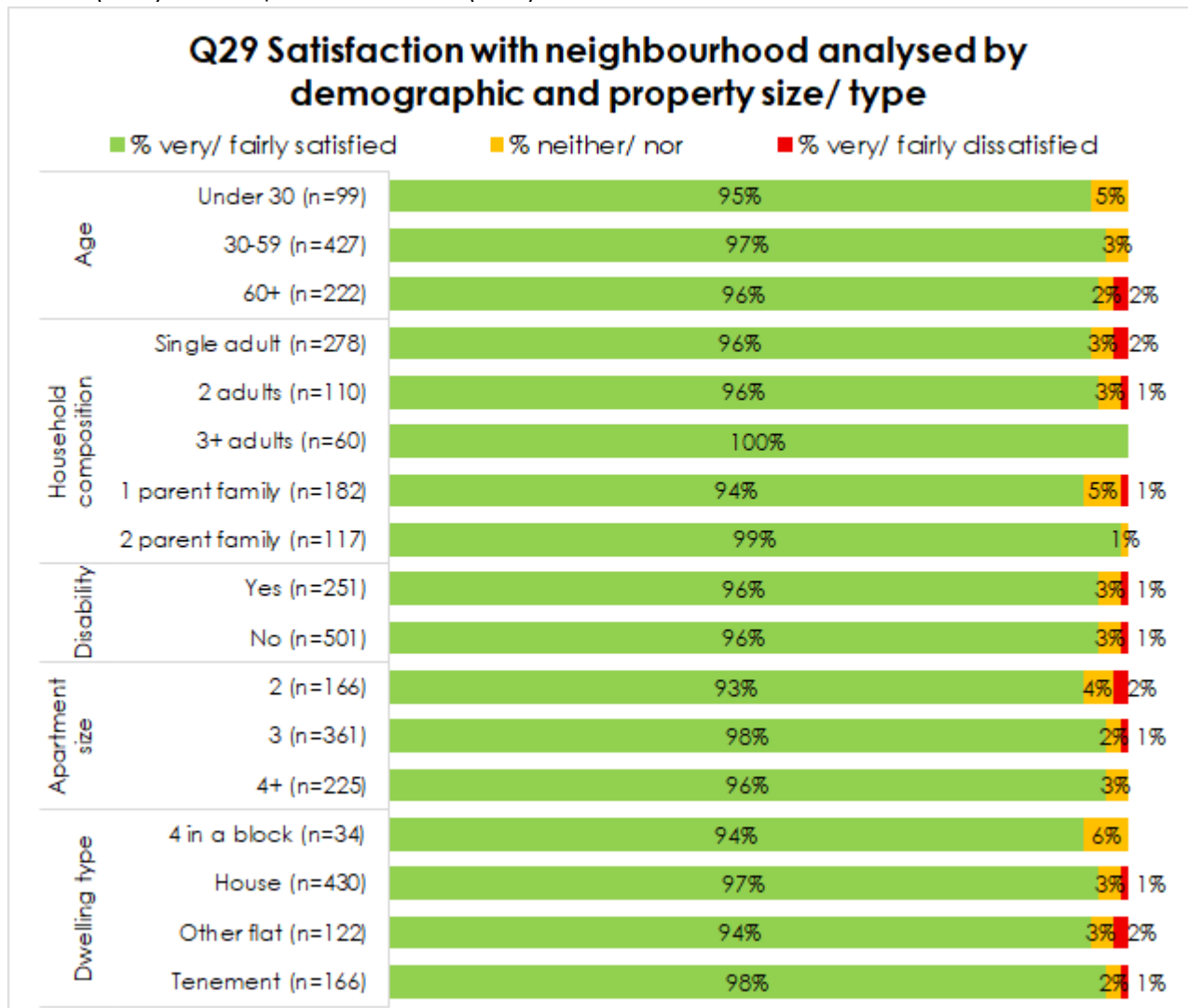


Analysis by area shows that all tenants living in Prestonpans and Wallyford were satisfied with the quality of their home compared to 92% of Tranent tenants.



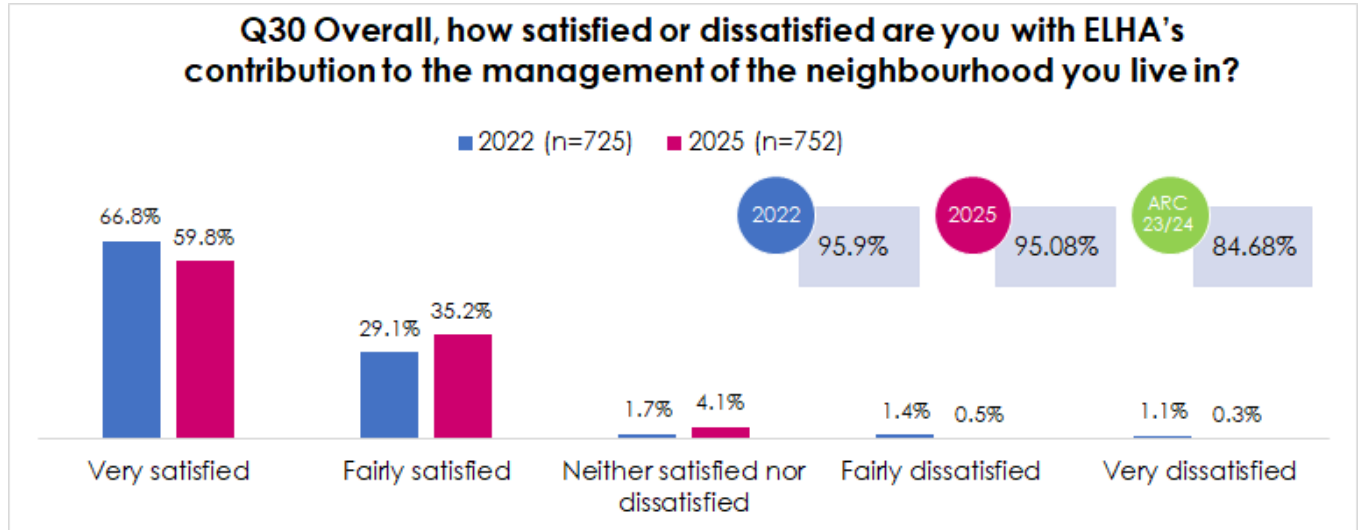


Our analysis shows that 2 parent families were more likely to be satisfied with the quality of their home (99%) than 1 parent families (94%).

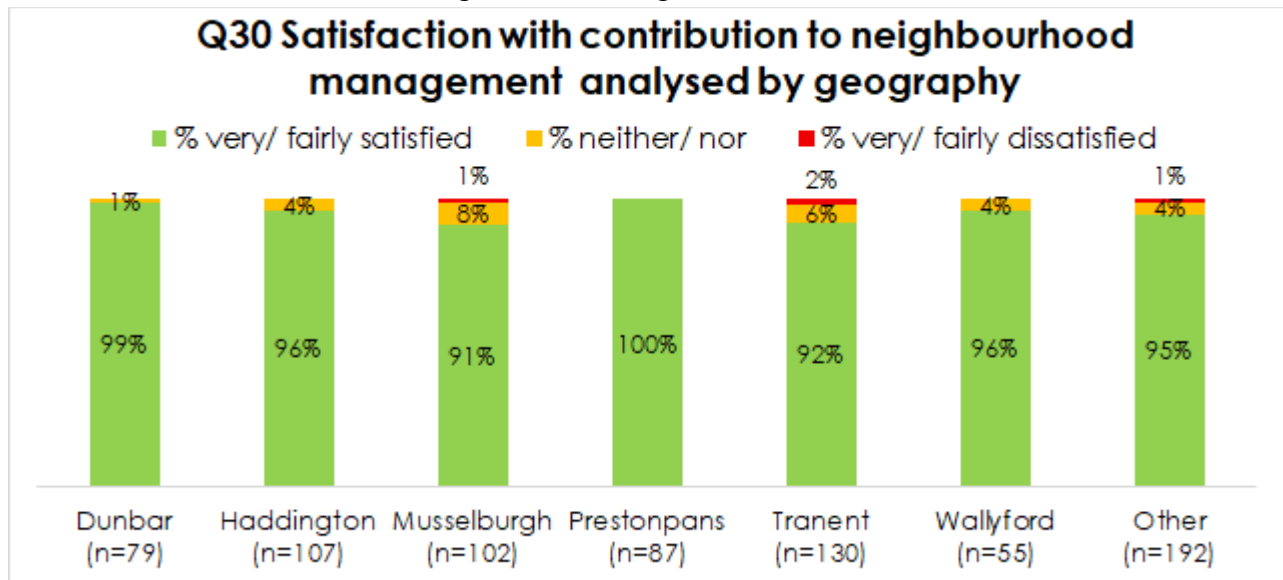


## 8.2 Association's contribution to the Management of the neighbourhood (Q30/31)

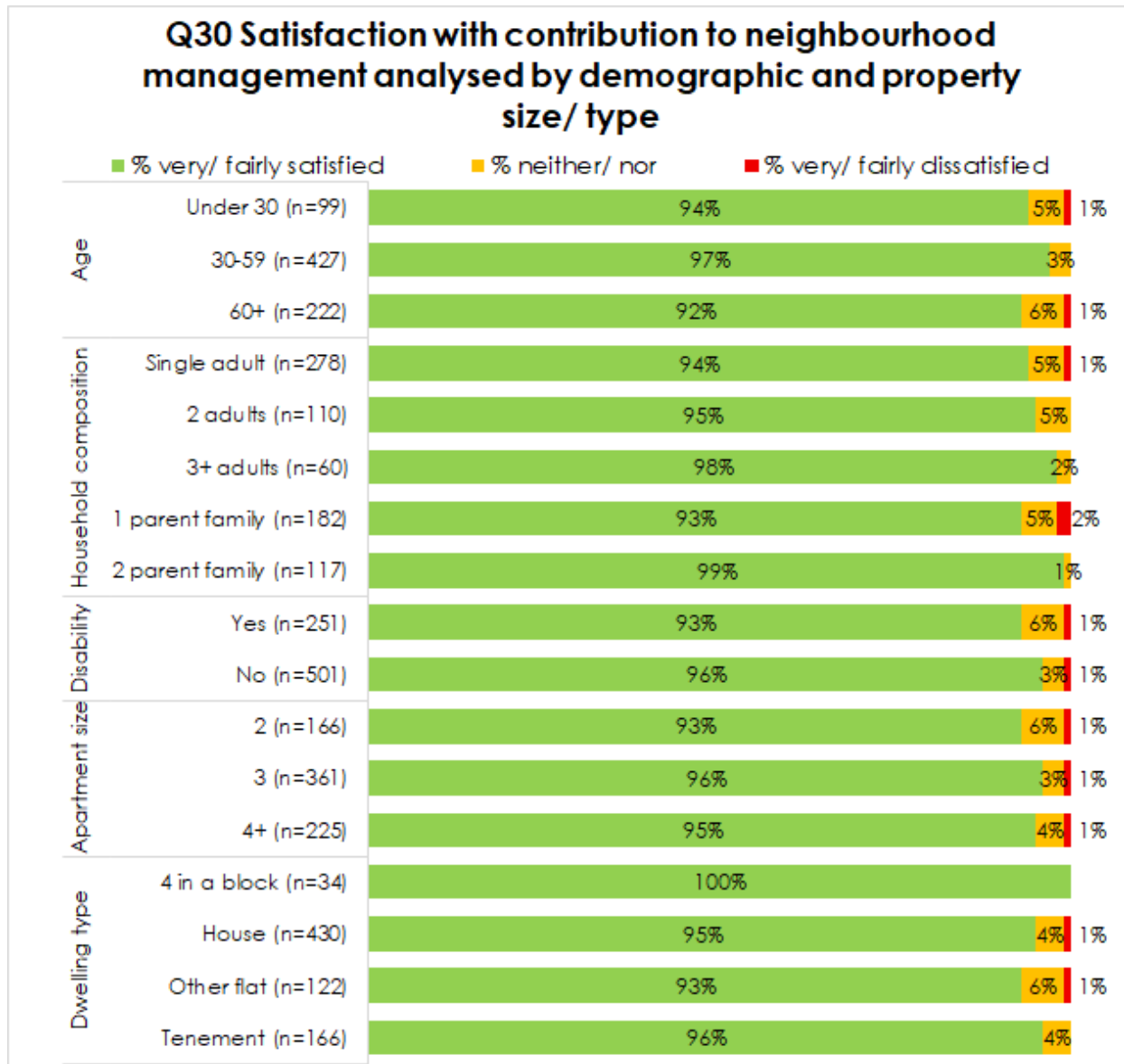
Tenants were then asked to rate how satisfied or dissatisfied they were with their landlord's contribution to the management of the neighbourhood they live in. Over 9 in 10 tenants (95%) were very or fairly satisfied in this respect which is consistent with the 2022 survey (96%). Overall satisfaction in this respect is higher than the Scottish average in the Annual Return on the Charter 2023/24 (85%).



Area analysis shows that all tenants living in Prestonpans were satisfied with ELHA's contribution to the management of the neighbourhood (100%), compared to 92% of tenants living in Tranent and 91% of tenants living in Musselburgh.



Further analysis reveals that tenants aged 60 and more were less likely to be satisfied in this respect (92%) than tenants aged 30-59 (97%). Analysis by household composition reveals that 2 parents were more likely to be satisfied (99%) than tenants living as a single adult.

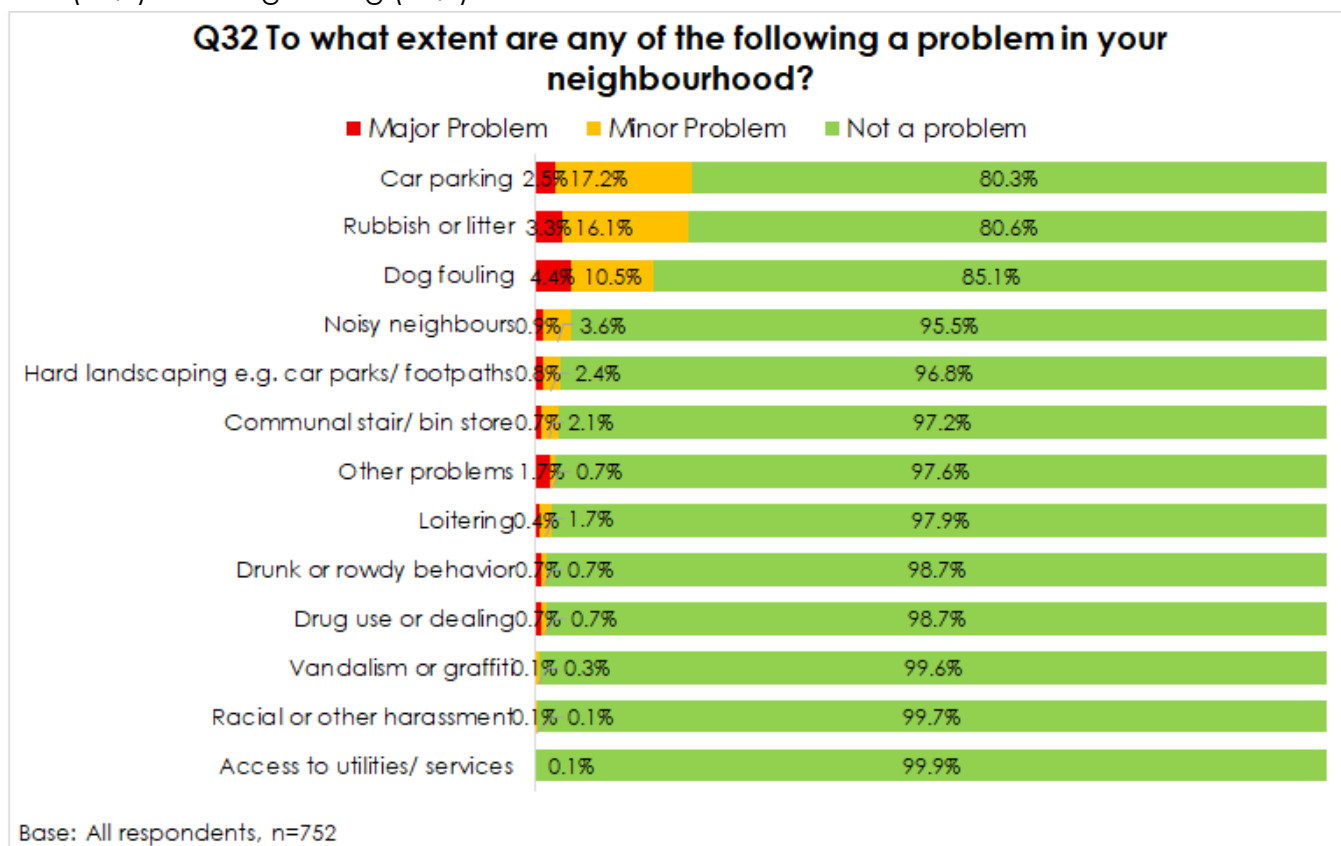


Where respondents were not satisfied in this respect they were asked to explain why they felt this way. Over four in ten of these tenants (41%) said they would like to see better or more maintenance generally, 24% were unsure what the association does to maintain the neighbourhood and 14% would like to see anti-social behaviour problems being dealt with more effectively.

Q31 Can you explain how ELHA could improve their contribution to the management of the neighbourhood you live in?		
Base: Not satisfied with contribution to management of neighbourhood, n=37	No.	%
Better/ more maintenance	15	40.5%
Don't know what they do	9	24.3%
Deal with ASB/ ASN issues	5	13.5%
Gardening service	3	8.1%
Not sure	4	10.8%
Other	1	2.7%

### 8.3 Neighbourhood problems (Q32)

Tenants were asked to select from a list, any issues which were a major or minor problem in the area around their home. The biggest concerns for tenants were car parking (20%), rubbish or litter (19%) and dog fouling (15%).



Compared to 2022 the extent to which tenants considered each of these issues to be a problem has generally remained consistent. With the exception of noisy neighbours, drunk or rowdy behaviour and drug use or dealing which have all seen a decrease.

Q32 Neighbourhood problems - % major/ minor problem		
	2022 (n=725)	2025 (n=752)
Car parking	21%	20%
Rubbish or litter	16%	19%
Noisy neighbours	11%	5%
Dog fouling	13%	15%
Racial or other harassment	3%	0.3%
Drunk or rowdy behaviour	7%	1%
Vandalism or graffiti	3%	0.4%
Drug use or dealing	7%	1%
Loitering	4%	2%
Communal stair/ bin store	4%	3%
Hard landscaping e.g. car parks/ footpaths	6%	3%
Access to utilities/ services	2%	0.1%

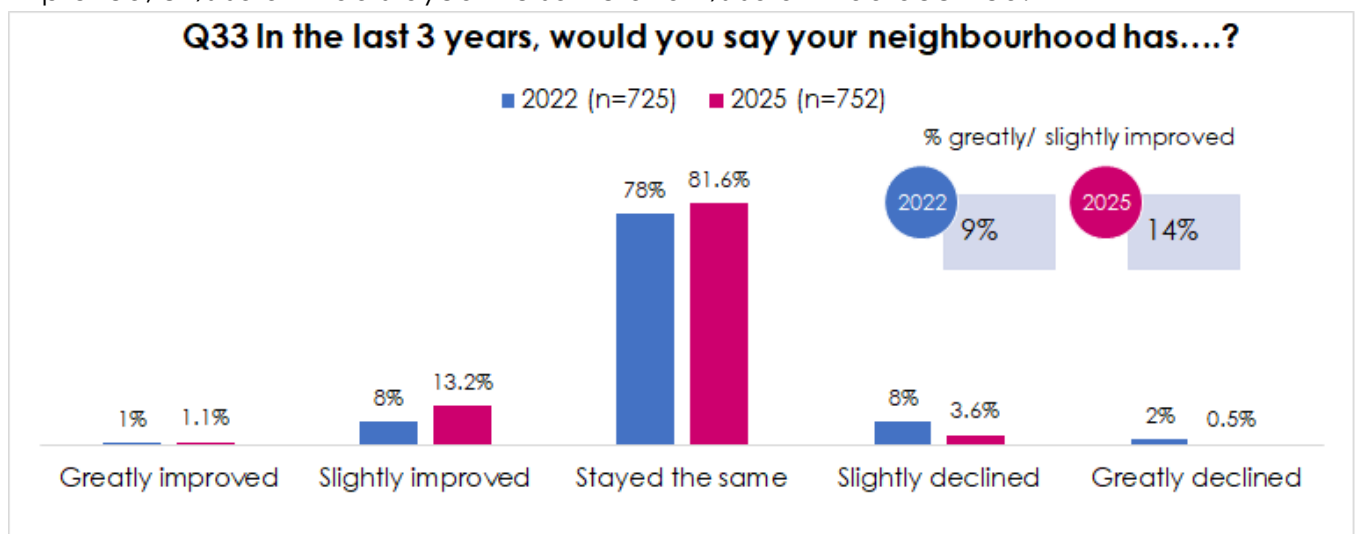
Analysis by neighbourhood is shown in the table below. The largest variations can be seen in terms of:

- **Dog fouling:** 26% of tenants living in Haddington said this was a problem compared to 5% of tenants living in Wallyford.
- **Car parking:** 26% of tenants living in Haddington said this was a problem compared to 7% of tenants living in Wallyford.
- **Rubbish or litter:** 26% of tenants living in Haddington said this was a problem compared to 11% of tenants living in Wallyford.

Neighbourhood problems % major/ minor problem							
	Dunbar	Had'ton	M'burgh	Preston pans	Tranent	W'ford	Other
	79	107	102	87	130	55	192
Car parking	18%	26%	24%	23%	14%	7%	21%
Rubbish or litter	18%	26%	17%	29%	26%	11%	11%
Noisy neighbours	1%	4%	5%	10%	5%	7%	3%
Dog fouling	11%	26%	18%	14%	20%	5%	8%
Racial or other harassment	0%	0%	0%	1%	0%	0%	1%
Drunk or rowdy behaviour	0%	0%	2%	1%	3%	0%	2%
Vandalism or graffiti	0%	0%	0%	0%	1%	0%	1%
Drug use or dealing	0%	0%	1%	0%	4%	0%	2%
Loitering	3%	3%	2%	3%	1%	0%	3%
Communal stair/ bin store	5%	2%	7%	5%	1%	0%	2%
Hard landscaping e.g. car parks/ footpaths	9%	7%	7%	0%	1%	2%	1%
Access to utilities/ services	0%	0%	1%	0%	0%	0%	0%

## 8.4 Change in neighbourhood (Q33)

Tenants were asked whether they believed their neighbourhood has improved, declined or stayed the same over the last 3 year. This revealed that 14% felt their neighbourhood had improved, 82% said it had stayed the same and 4% said it had declined.



Analysis by area indicates that tenants living in Prestonpans were significantly more likely than all other areas to say their neighbourhood has improved (66%) than all other areas.

Q33 In the last 3 years, would you say your neighbourhood has....?							
	Dunbar	Had'ton	M'burgh	Prestonpans	Tranent	W'ford	Other
Base	79	107	102	87	130	55	192
% improved	10%	8%	10%	66%	7%	7%	5%
% stayed the same	90%	89%	88%	29%	86%	91%	89%
% declined	-	3%	2%	6%	7%	2%	6%

## 8.5 Neighbour complaints (Q34-37)

Just 2% of tenants (10% in 2022) have experienced problems with neighbours in the last 12 months. Of these 17 tenants, 8 said they called the Association to deal with the problem, 5 said they spoke to their neighbour directly about the issue, 4 did nothing and 5 tenants did something else.

Q35 How did you deal with the problem?		
Base: Gave a response, n=17	No.	%
Called ELHA	8	47.1%
Spoke to my neighbour about it	5	29.4%
Did nothing	4	23.5%
Did something else	5	29.4%

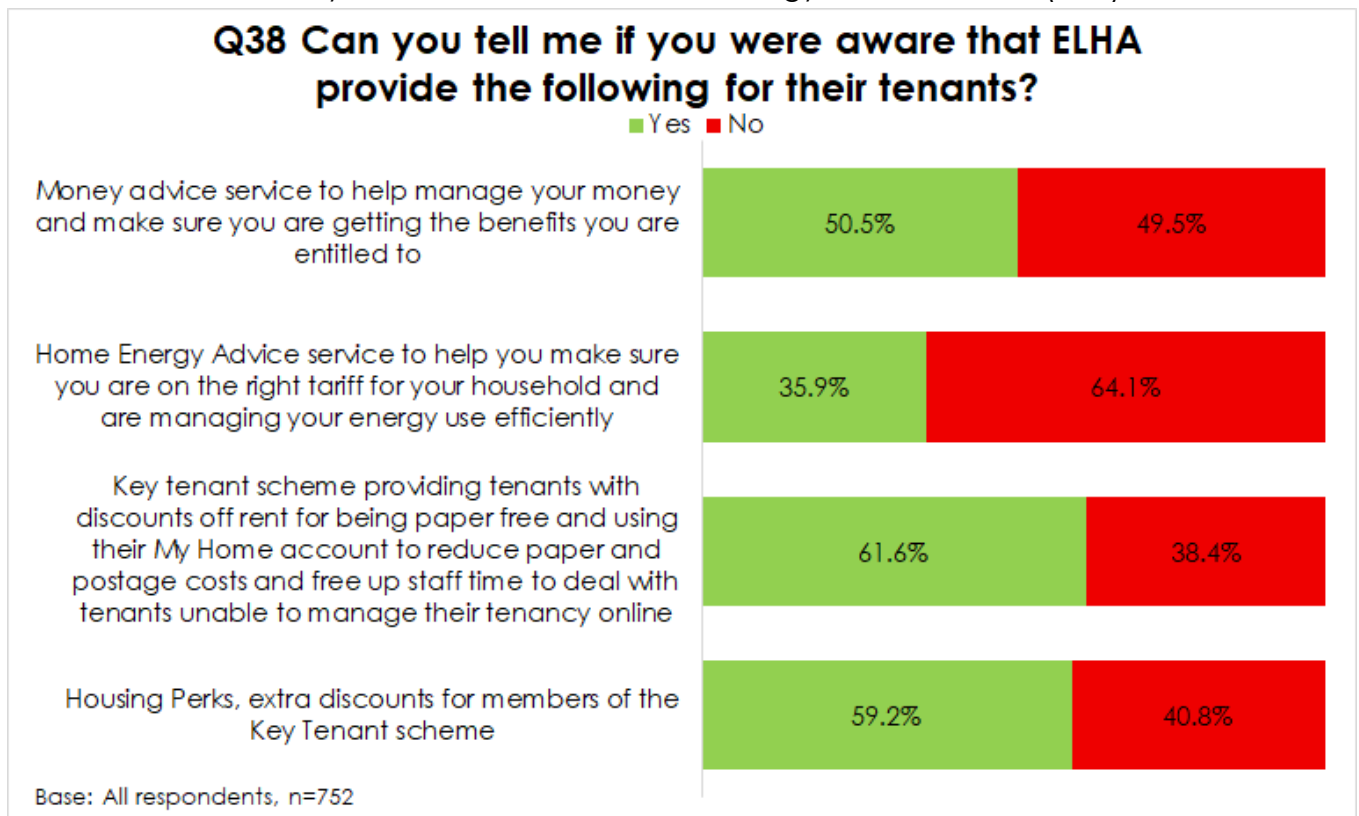
Of the four tenants who said they did nothing, 2 said this was because it was only a minor issue, 1 said they had contacted the Association before, and they were unable to help, and the other tenant said they didn't report it due to fear or repercussions.

Following on from this, 6 out of 8 tenants who contacted ELHA about their neighbour issue said they were very or fairly satisfied (75%, 36% in 2022) and the remaining 2 tenants were both very dissatisfied. Where tenants were dissatisfied this was where nothing had been done to address the issue or where the tenant felt more could have been done to resolve the issue.

## 9. RENT, VALUE FOR MONEY AND FINANCIAL MANAGEMENT

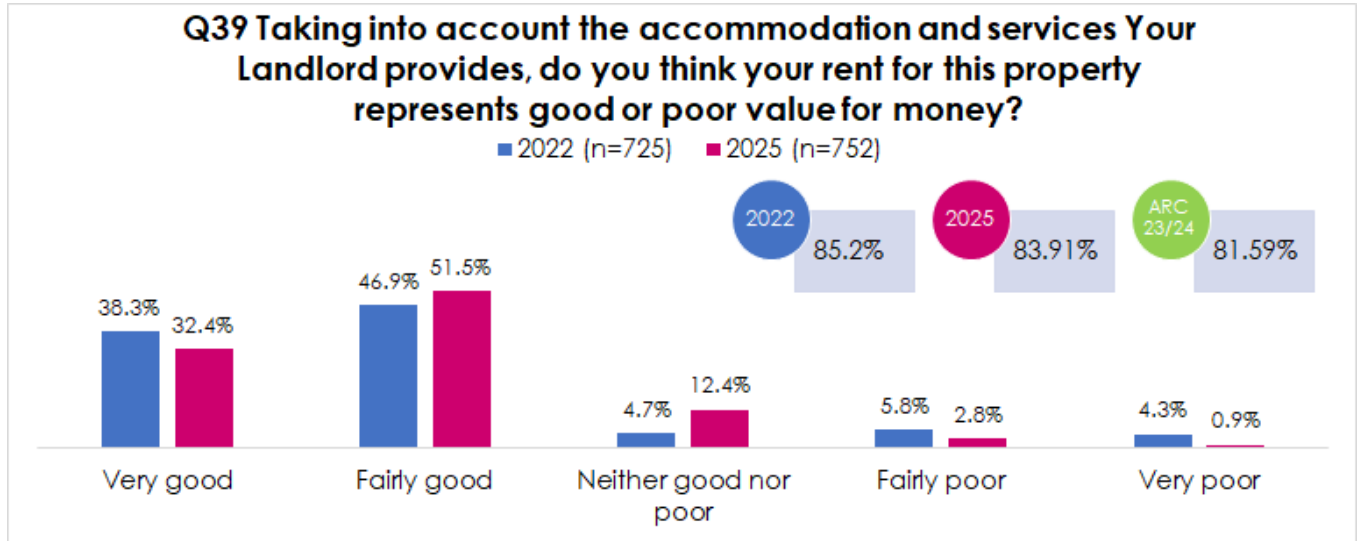
### 9.1 Awareness of support services (Q38)

East Lothian Housing Association are concerned with providing value for money for rent and making sure that tenants' homes are affordable to live in. Tenants were asked if they were aware of various sources of advice and support available to tenants. Tenants were more likely to be aware of key tenant scheme providing tenants with discounts off rent for being paper free and using their My Home account to reduce paper and postage costs and free up staff time to deal with tenants unable to manage their tenancies online (62%). On the other hand, tenants were least likely to be aware of the Home Energy Advice service (36%).

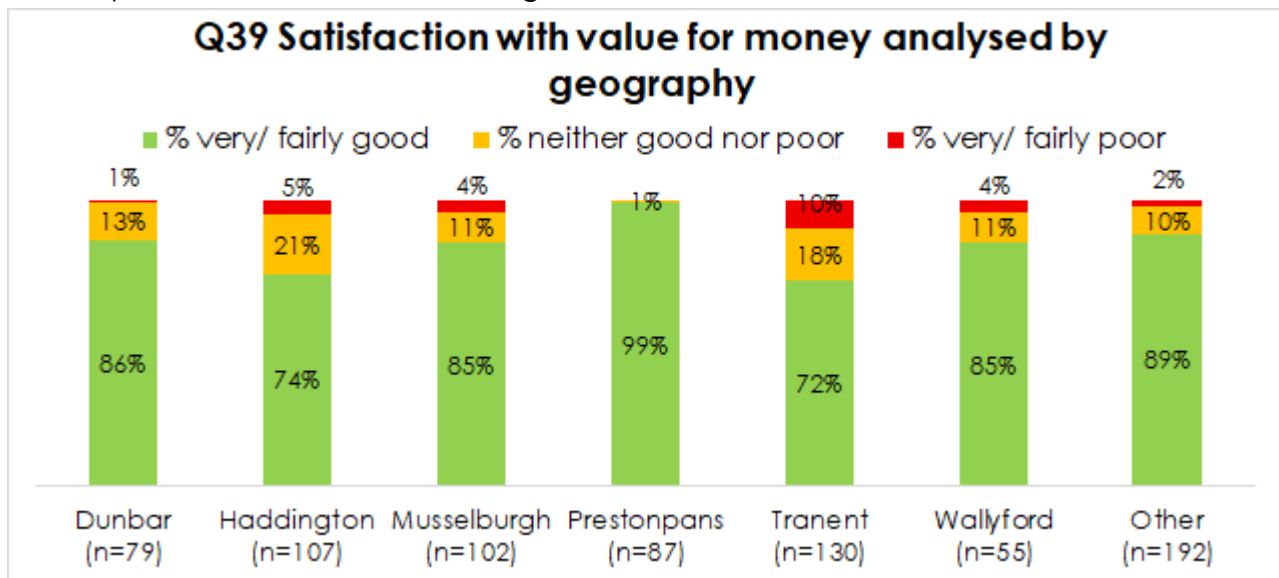


## 9.2 Value for money (Q39/40)

More than eight in ten tenants (84%) were of the opinion the rent for their property represents very or fairly good value for money compared to 4% who said it was very or fairly poor and 2% who said it was neither good nor poor value for money. Overall satisfaction has not changed significantly since 2022 (85%) and is higher than the Scottish average in the Annual Return on the Charter 2023/24 (82%).



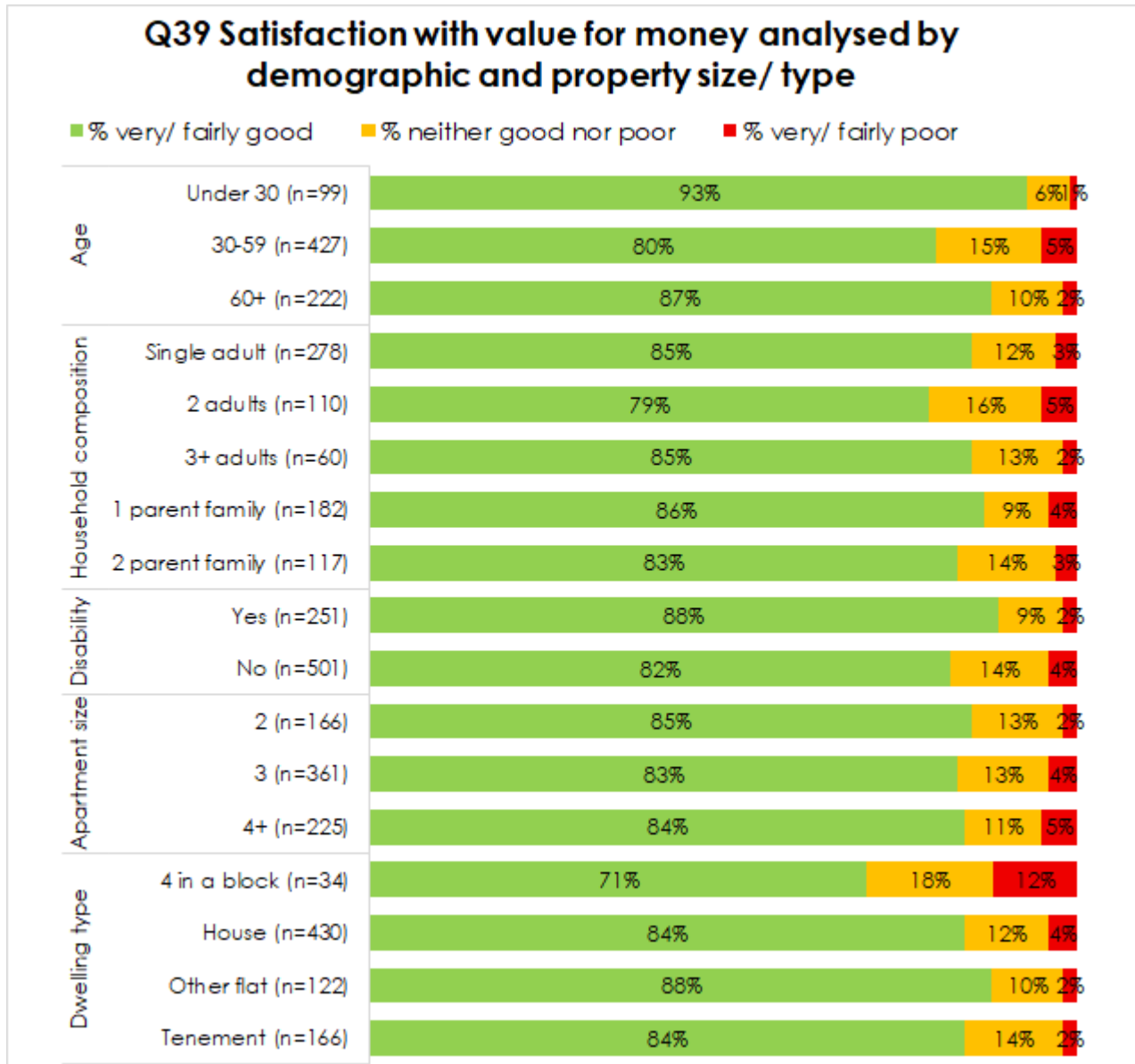
Analysis by area shows that tenants living in Tranent (72%) and in Haddington (74%) were least likely to say their rent was very or fairly good value compared to 99% of tenants living in Prestonpans who said their rent was good value.





Our analysis shows that value for money varies slightly in terms of:

- **Age:** Younger tenants were more likely to say their rent was good value (93%) than tenants aged 30-59 (80%).
- **Disability:** Tenants who considered themselves disabled (88%) were more likely to say their rent was good value than tenants who were not disabled (82%).
- **Property type:** Those who lived in 4 in a block properties were less likely to say their rent was good value (71%) than tenants who lived in other flats (88%).



Those who were of the opinion their rent was not good value for money were asked to explain how the Association could improve its value for money. Over six in ten respondents (63%) felt that rents are too expensive and should be kept more affordable (63%) and 21% said fewer or no rent increases.

<b>Q40 How should ELHA improve its rent value for money?</b>		
<b>Base: Said rent was not good value, n=121</b>	<b>No.</b>	<b>%</b>
Keep rent affordable/ too expensive	76	62.8%
No increases	25	20.7%
Upgrade/ improve homes	7	5.8%
Improve repair service	6	5.0%
Don't know	10	8.3%

## 10. TENANT PRIORITIES

### 10.1 Service priorities (Q41)

Tenants were asked to rate their top three priorities in relation to the services that East Lothian Housing Association provides. Of most importance to tenants was the repairs service (83% stating this was a top, 2<sup>nd</sup> and 3<sup>rd</sup> priority), followed by the overall quality of the home (68%) and planned maintenance (39%).

Q41 What are your top three priorities, in relation to the services ELHA provides?				
Base: All respondents, n=752	Top	2nd	3rd	Overall priority
Repairs	23.7%	33.9%	25.1%	82.7%
The overall quality of your home	30.6%	24.9%	12.1%	67.6%
Planned maintenance i.e. new kitchens, windows etc	10.2%	14.9%	14.2%	39.3%
Keeping tenants informed	11.4%	7.8%	18.6%	37.8%
Providing value for money for your rent	15.8%	4.9%	7.3%	28.0%
Listening to tenants' views and acting on them	4.7%	5.3%	5.3%	15.3%
Providing advice and support on claiming welfare benefits and paying rent	0.4%	1.3%	3.2%	4.9%
Dealing with anti-social behaviour	0.4%	1.9%	0.8%	3.1%
Providing Key Tenant Discounts	0.4%	0.4%	1.3%	2.1%
Providing Housing Perks	-	0.1%	0.3%	0.4%
Other	1.3%	1.1%	1.5%	3.9%
None/ Don't know	1.1%	3.5%	10.2%	1.1%

### 10.2 Recommendations for improvement (Q42)

The questionnaire included an open ended question which asked tenants for their one recommendation for improving the service they receive from the Association. Once again the open ended comments have been coded thematically. One in four respondents had no suggestions for improvement, 32% were unsure and 16% said they were happy with the service as it is. On the other hand, 8% suggested upgrading homes and 7% suggested cheaper rents.

Q42 If you could give ELHA one recommendation for improvement, what would it be?		
Base: All respondents, n=752	No.	%
Happy as it is	118	15.7%
Upgrade/ improve homes	62	8.2%
Cheaper rents	53	7.0%
Improve repairs/ maintenance service	31	4.1%
Communication/ kept informed	24	3.2%
Gardening service	9	1.2%
Build bigger homes	7	0.9%
Sort the bin area/ more bins	6	0.8%
Vet tenants	2	0.3%
Don't know	241	32.0%
Nothing	191	25.4%
Other	8	1.1%

### 10.3 What ELHA should be doing that they aren't currently (Q43)

Tenants were then asked if there was anything that the Association should be doing that they are not currently doing. Very few respondents were able to provide suggestions with just 11 tenants stating they would like to see more upgrades being carried out on homes, 6 tenants suggesting a garden service, 6 suggested improving the repairs service and 6 tenants suggested improving communication.

<b>Q43 If Is there anything you think that ELHA should be doing that they are not currently?</b>		
<b>Base: All respondents, n=752</b>	<b>No.</b>	<b>%</b>
Carry out upgrades/ improvements	11	1.5%
Garden service	6	0.8%
Improve repairs service	6	0.8%
Communication/ kept informed	6	0.8%
Happy with service	6	0.8%
Keep rents affordable	3	0.4%
Provide more bins	2	0.3%
Don't know	109	14.5%
Nothing	600	79.8%
Other	3	0.4%

## 11. HOUSEHOLD INFORMATION

### 11.1 Age (Q44)

In terms of the age profile of tenants, 13% were aged under 30, 57% were aged 30-59 and 30% were aged 60 and over.

Q43 If Is there anything you think that ELHA should be doing that they are not currently?		
Base: All respondents, n=752	No.	%
Under 18	-	-
18-21	-	-
22-24	9	1.2%
25-29	90	12.0%
30-59	427	56.8%
60-69	103	13.7%
70-79	108	14.4%
80+	11	1.5%
Prefer not to say	4	0.5%

### 11.2 Household composition (Q45)

In terms of household composition, 37% of households were single adults, 16% were 2 parent families, 24% single parent families and 1157% were two adult households with no children.

Q45 How would you describe the composition of your household?		
Base: All respondents, n=752	No.	%
One adult under 60	123	16.4%
One adult aged 60 or over	155	20.6%
Two adults both under 60	39	5.2%
Two adults both over 60	51	6.8%
Two adults, at least one 60 or over	20	2.7%
Three or more adults, 16 or over	60	8.0%
1 parent family with children at least 1 under 16	182	24.2%
2 parent family with children at least 1 under 16	117	15.6%
Other (please specify)	5	0.7%

### 11.3 Disability/ health conditions (Q46)

One third of tenants (33%) said either they or a member of their household had some form of long-term illness, health problem or disability which limits their daily activities or the work they can do.

## 11.4 Housing Benefit/ Universal Credit (Q47)

One in four tenants were in receipt of housing benefit (25%), 32% received Universal Credit and 44% paid full rent.

Q47 Does your household receive housing benefit or Universal Credit?		
Base: All respondents, n=752	No.	%
Yes, housing benefit paid directly to you	18	2.4%
Yes, housing benefit paid directly to ELHA	169	22.5%
Yes, Universal Credit paid directly to you	72	9.6%
Yes, Universal Credit paid directly to ELHA	165	21.9%
Yes, Discretionary Housing payment paid directly to you	1	0.1%
Yes, Discretionary Housing payment paid to ELHA	-	-
No pay full rent	327	43.5%

## 12. ABOUT THE HOUSEHOLD

### 12.1 Heating affordability (Q48/49)

The vast majority of tenants said they could afford to heat their home (95%). And of those who could not afford to heat their home, 49% said they had to completely switch off their heating occasionally because they couldn't afford it, 8% said they had to do this regularly and 22% said they had to always do this.

Q49 How often have you had to completely switch off your heating because you couldn't afford it?		
Base: Can not afford to heat home, n=37	No.	%
Never	2	5.4%
Occasionally (2-3 times a year)	18	48.6%
Regularly (every month during winter)	3	8.1%
Always (never switch heating on)	8	21.6%
Prefer not to say	6	16.2%

### 12.2 Money advice/ home energy advice (Q50)

ELHA are concerned with making sure that tenants' homes are affordable to live in. Tenants were asked if they would like to receive more information on money advice services to help manage their money and make sure they are getting the benefits they are entitled to or help with home energy advice to help tenants make sure they are on the right tariff for their household and are managing their energy use efficiently. Just 1% (9 tenants) said they would like the Association to contact them about both of these things.

### 12.3 Problems with damp/ mould (Q51-54)

Just 9% of tenants (65 tenants) have experienced dampness or mould in their home in the last 12 months and of these tenants 43 (66%) have reported this to the Association. Of those who reported problems with damp and mould, 79% (51 tenants) have resolved this issue to their satisfaction.

## 13. OWNERS

### 13.1 Introduction

A separate survey was undertaken with the Association's factored owners. A total of 12 interviews were achieved either by telephone or online representing a 55% response rate.

### 13.2 Findings

The survey opened by asking owners how satisfied or dissatisfied they were with the range of services provided by ELHA for owners. Seven out of 12 owners were satisfied with stair and courtyard lighting, replacement floor coverings and buildings insurance, 6 out of 12 were satisfied with stair and communal cleaning and 5 out of 12 were satisfied with external painting.

Q1 Thinking of the range of services provided by ELHA for owners, how satisfied are you with each of the following?						
Base: All owners, n=12	Very Satisfied	Fairly Satisfied	Neither nor	Fairly Dissatisfied	Very Dissatisfied	Don't know/Not applicable
Stair and communal cleaning	4	2	1	1	2	2
Stair and courtyard lighting	2	5	-	1	4	-
External painting	1	4	2	-	4	1
Replacement floor coverings	3	4	3	-	1	1
Buildings insurance	4	3	3	2	-	-

Those who were not satisfied with any of these services were asked to provide their reasons for feeling this way. Where owners provided comments these are listed for each service below:

#### Stair and communal cleaning

- We pay the factoring fee, but they no longer provide this service.
- The external stairs to our property have never been cleaned in all the years I have stayed here. The car park has never been maintained and suffers bad flooding.
- It's never done properly, need a new contractor.

#### Stair and courtyard lighting

- It has never worked since I moved into the property.
- There is an outside light under the arch that has never worked. This is the darkest area, so I would expect them to get this light working for safety reasons.
- I moved in here thirty years ago I have had issues with the lighting outside since then. The lights outside come on in the summer and off in the winter. This is an issue for all residents, and we have all been complaining about how dark it is and how dangerous it



*is in the winter months and nothing gets done. When I call them, I am passed from pillar to post. No one wants to deal with it. Even filling in this survey will make no difference to our issue. We are paying £18 per month for these lights that have never worked, and they are not interested in trying to fix them.*

- *Courtyard lights are terrible, they shine straight into my bedroom window, I didn't know if it was day or night, I had to purchase expensive blackout blinds and curtains, the lights still shine atriurns them*

#### External painting

- *The end houses are looking awful. the walls are all black and look very dirty.*
- *Again this is another service they do not do.*
- *I have lived in the building for twenty eight years and it has never had any external maintenance or been painted in that time.*
- *The exterior of the building is looking a bit tired and could use a lick of paint.*
- *The paint is cheap and not the proper paint for external use, owners get cheap rubbish, and the rental properties get expensive paint, the exterior walls are rough.*

#### Replacement floor coverings

- *They do not provide this service with the building.*
- *My car parking bay has not had its private parking sign and number repainted in years and is barely visible.*

#### Buildings insurance

- *I have no option I need to have it. If I had a choice I would not have it.*
- *I don't have a choice of insurances.*
- *I feel the buildings insurance is too high. I could source far cheaper insurance myself if I could.*
- *I have never had to use it.*
- *If owners, or shared owners need any work done, the housing association will take more responsibility for their share, they just say their favourite quote, it's nothing to do with us.*

Following on from this, owners were told that the Association aims to make sure that the information provided for owners and sharing owners is clear and accessible. Ten out of twelve owners said that they found the written statement of services easy to understand and 11 out of 12 owners found their statement of account easy to understand.

Q3 How easy do you find it to understand the following information provided by ELHA?						
Base: All owners, n=12	Very easy	Fairly easy	Neither nor	Fairly difficult	Very difficult	Don't know
Your written statement of services (received annually)	6	4	-	1	-	1
Your statement of account (received annually)	5	6	-	-	-	1

A third of owners have contacted the Association within the last year (4 out of 12). Of these four owners:

- 2 owners were satisfied staff were friendly polite and professional.
- 2 owners were satisfied they were treated fairly and with respect.
- 1 owner was satisfied staff listened to them and responded to their needs.
- 1 owner was satisfied they were responded to in a reasonable timescale.
- 1 owner was satisfied staff did what they said they were going to do.
- 1 owner was satisfied staff kept them informed.
- 1 owner was satisfied they receive a clear and accurate explanation about any decisions made.

Q6 Thinking about your most recent contact with ELHA, how satisfied or dissatisfied were you with the following?						
	Very Satisfied	Fairly Satisfied	Neither nor	Fairly Dissatisfied	Very Dissatisfied	DK/NA
Staff were friendly, polite and professional	-	2	-	-	1	-
You were treated fairly and with respect	-	2	1	-	1	-
Staff listened to you and responded to your needs	-	1	-	-	2	-
You were responded to you in a reasonable timescale	-	1	-	-	2	-
Staff did what they said they were going to	-	1	-	-	2	-
If required, staff kept you informed	-	1	-	-	2	-
You receive a clear and accurate explanation about any decisions that were made	-	1	-	-	2	-

All respondents were asked for their recommendations that could help improve the service provided by ELHA staff. Where respondents provided suggestions these are listed below:

- *The only problem is the slow response times from them.*
- *I am not happy with any of the services they provide. All services are very poor and costs and charges are too high.*
- *The staff have always been very professional and helpful. No improvements needed here.*
- *None. The staff have always provided an exceptional service any time I have had to contact them.*
- *All the staff do is take a message and pass it on and then nothing. I would rather they were honest and tell me that no one will respond to this historic issue that no one seems to be interested in.*

The majority of owners (7 out of 12) said they would know how to complain if they were dissatisfied with any aspect of the services provided by ELHA.

Finally respondents were asked how satisfied or dissatisfied they were with the factoring service provided by ELHA, 25% (3 out of 12) were either very or fairly satisfied in this respect compared to 42% (5 out of 12) were neither satisfied nor dissatisfied and one third who were very or fairly dissatisfied. It should be noted that satisfaction with the factoring service in 2025 (25%) is higher than in 2022 (11%) and is lower than the Scottish average reported as 59% in the 2023/24 ARC.

<b>Q9 Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by ELHA?</b>	
	<b>No.</b>
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	5
Fairly dissatisfied	2
Very dissatisfied	2

## **Appendix 1**

### **Survey Questionnaire**

Overall satisfaction

**1. SSHC Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by ELHA?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
No opinion/ don't know	6

**2. Can you please explain why?**

Customer Care

**3. To what extent do you agree or disagree with the following statements?**

	Strongly agree	Agree	Neither nor	Disagree	Strongly disagree	Don't know/NA
ELHA is providing the service I expect from my landlord	1	2	3	4	5	6
ELHA has a good reputation in my area	1	2	3	4	5	6
ELHA has friendly and approachable staff	1	2	3	4	5	6

**4. [IF DO NOT AGREE WITH ANY OF THE ABOVE – CODE 3,4,5] Can you please explain why you did not agree with the statement....?**

ELHA is providing the service I expect from my landlord	
ELHA has a good reputation in my area	
ELHA has friendly and approachable staff	

**5. Are you aware of ELHA's Customer Service Charter which sets out the targets and timescales that they have set themselves for responding to enquiries?**

Yes	1
No	2

**6. Other than to report a repair or pay your rent, have you contacted ELHA in the last 3 years?**

Yes	1	Go to Q7
No	2	Go to Q10

**7. Thinking of the LAST time you contacted ELHA, apart from paying rent or reporting a repair, what was your reason for contact?**

To discuss rent arrears	1
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Financial advice	2
Transfer or exchange	3
Neighbour dispute	4
Complaint about a service	5
Some other reason (please explain)	6
Can't remember	7

**8. Thinking of the LAST time you contacted ELHA, apart from paying rent or reporting a repair, how did you make contact?**

'My home' contact form	1
Contact form on elha.com	2
Live help	3
Email	4
Phone	5
Text	6
What's App	7
Visited the office	8
Letter	9
Other (please say what)	10

**9. Thinking about this last contact, how satisfied or dissatisfied were you with the following?**

	Very Satisfied	Fairly Satisfied	Neither nor	Fairly Dissatisfied	Very Dissatisfied	Don't know/NA
Staff were friendly, polite and professional	1	2	3	4	5	6
You were treated fairly and with respect	1	2	3	4	5	6
Staff listened to you and responded to your needs	1	2	3	4	5	6
You were responded to you in a reasonable timescale	1	2	3	4	5	6
Staff did what they said they were going to	1	2	3	4	5	6
If required, staff kept you informed	1	2	3	4	5	6
You receive a clear and accurate explanation about any decisions that were made	1	2	3	4	5	6

**10. If you were dissatisfied with any aspect of the service received by ELHA, would you know how to complain to ELHA?**

Yes	1
No	2

**11. Do you use social media platforms such as Facebook, Instagram, You Tube, LinkedIn etc?**

Yes	1	Go to Q12
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No	2	Go to Q13
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**12. Which social media would you follow ELHA on?**

Instagram	1
X/ Twitter	2
TikTok	3
YouTube	4
Linked In	5
WhatsApp	6
Other (please specify)	7

**Communication and Tenant Involvement**

**13. If you were looking for information on ELHA's services, how would you prefer to get this?**

Use your My Home account	1
Search ELHA.com	2
Check Talkback or the e-Talk newsletters	3
Pick up or request an information leaflet	4
Other - please say what	5

**14. SSH How good or poor do you feel ELHA is at keeping you informed about their services and decisions?**

Very good	1	Go to Q16
Fairly good	2	
Neither good nor poor	3	Go to Q15
Fairly poor	4	
Very poor	5	

**15. Can you explain how ELHA could improve how they keep you informed about their services and decisions?**

--

**16. ELHA provides a range of ways for tenants to get involved in their decision making processes and give their views. A) Were you aware that you could get involved in any of the following ways? B) would you be interested in getting more involved in any of the following ways?**

	A) Aware	B) Interested
Responding to the rent consultation	1	1
Tenant Panel	2	2
Scrutiny Group	3	3
TIG Focus	4	4
TIG other	5	5
TIG web	6	6
Becoming a tenant member and attending the AGM	7	7
Becoming a member of the ELHA Board	8	8
Not aware/ interested	9	9

**17. SSHC** How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?

Very satisfied	1	Go to Q19
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q18
Fairly dissatisfied	4	
Very dissatisfied	5	

**18.** Can you please explain how ELHA could improve the opportunities given to participate in their decision making processes?

**Your Home and Repairs**

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

Yes	1	Go to Q20
No	2	Go to Q24

**20.** Thinking about the LAST time you had repairs carried out, how did you report this?

Used the digital repair booking service	1
Clicked the emergency repair live help	2
Called the repair line	3
Other (please describe)	4

**21. SSHC** Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by ELHA?

Very satisfied	1	Go to Q23
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q22
Fairly dissatisfied	4	
Very dissatisfied	5	

**22.** Can you please explain how the repairs service could have been improved?

**23.** Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the following?

	Very Satisfied	Fairly Satisfied	Neither nor	Fairly Dissatisfied	Very Dissatisfied
Ease of reporting the repair	1	2	3	4	5
The helpfulness of the member of staff	1	2	3	4	5
Appointment system for arranging the work	1	2	3	4	5
The contractor doing the job you expected	1	2	3	4	5



**24. Have you had a gas servicing appointment in the last 12 months?**

Yes	1	Go to Q25
No	2	Go to Q27

**25. How satisfied were you with ELHA's gas servicing arrangements?**

Very satisfied	1	Go to Q27
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q26
Fairly dissatisfied	4	
Very dissatisfied	5	

**26. Can you please explain how the arrangements could have been improved?**

**27. SSHC Overall, how satisfied or dissatisfied are you with the quality of your home?**

Very satisfied	1	Go to Q29
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q28
Fairly dissatisfied	4	
Very dissatisfied	5	

**28. How could the quality of your home be improved?**

**The Neighbourhood**

**29. How satisfied or dissatisfied are you with your neighbourhood as a place to live?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

**30. SSHC Overall, how satisfied or dissatisfied are you with ELHA's contribution to the management of the neighbourhood you live in?**

Very satisfied	1	Go to Q32
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q31
Fairly dissatisfied	4	
Very dissatisfied	5	

**31. Can you explain how ELHA could improve their contribution to the management of the neighbourhood you live in?**

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**32. To what extent are any of the following a problem in your neighbourhood?**

	Major Problem	Minor Problem	Not a problem
Car parking	1	2	3
Rubbish or litter	1	2	3
Noisy neighbours	1	2	3
Dog fouling	1	2	3
Racial or other harassment	1	2	3
Drunk or rowdy behaviour	1	2	3
Vandalism or graffiti	1	2	3
Drug use or dealing	1	2	3
Loitering	1	2	3
Communal stair/ bin store	1	2	3
Hard landscaping e.g. car parks/ footpaths	1	2	3
Access to utilities/ services	1	2	3
Is there anything else you consider to be a problem? (please specify)	1	2	

**33. In the last 3 years, would you say your neighbourhood has....?**

Greatly improved	1
Slightly improved	2
Stayed the same	3
Slightly declined	4
Greatly declined	5

**34. Have you experienced any problems with your neighbours during the last 12 months?**

Yes	1	Go to Q35
No	2	Go to Q38

**35. How did you deal with the problem?**

Spoke to my neighbour about it	1	Go to Q38
Called ELHA	2	Go to Q36
Called the Council ASB hotline	3	Go to Q38
Called the police	4	
Did nothing (please say why?)	5	
Did something else (please say what?)	6	

**36. How satisfied were you the way ELHA dealt with your neighbour complaint?**

Very satisfied	1	Go to Q38
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q37
Fairly dissatisfied	4	
Very dissatisfied	5	

**37. [IF NOT SATISFIED WITH THE WAY THE NEIGHBOUR COMPLAINT WAS DEALT WITH] Can you please explain how this could have been improved?**

**Rent, Value for Money and Financial Management**

**38. ELHA are concerned with providing value for money for their rent and making sure that their homes are affordable to live in. Can you tell me if you were aware that ELHA provide the following for their tenants?**

	Yes	No
Money advice service to help manage your money and make sure you are getting the benefits you are entitled to	1	2
Home Energy Advice service to help you make sure you are on the right tariff for your household and are managing your energy use efficiently	1	2
Key tenant scheme providing tenants with discounts off rent for being paper free and using their My Home account to reduce paper and postage costs and free up staff time to deal with tenants unable to manage their tenancy online	1	2
Housing Perks, extra discounts for members of the Key Tenant scheme	1	2

**39. SSHC Taking into account the accommodation and services Your Landlord provides, do you think your rent for this property represents good or poor value for money?**

Very good	1	Go to Q41
Fairly good	2	
Neither good nor poor	3	Go to Q40
Fairly poor	4	
Very poor	5	

**40. How should ELHA improve its rent value for money?**

### Tenant Priorities

**41. What are your top three priorities, in relation to the services ELHA provides? [INTERVIEWER: ASK AS OPEN QUESTION AND CODE AS APROPRIATE. IF DON'T KNOW, USE LIST AS A PROMPT]**

	Top	2nd	3rd
Keeping tenants informed	1	1	1
Listening to tenants' views and acting on them	2	2	2
The overall quality of your home	3	3	3
Repairs	4	4	4
Planned maintenance i.e. new kitchens, windows etc	5	5	5
Dealing with anti-social behaviour	6	6	6
Providing advice and support on claiming welfare benefits and paying rent	7	7	7
Providing value for money for your rent	8	8	8
Providing Key Tenant Discounts	9	9	9
Providing Housing Perks	10	10	10
Other (pleases specify)	11	11	11
None/ Don't know	12	12	12

**42. If you could give ELHA one recommendation for improvement, what would it be? [INTERVIEWER: RECORD FULLY]**

**43. If Is there anything you think that ELHA should be doing that they are not currently? [INTERVIEWER: RECORD FULLY]**

### About You and Your Household

**44. What is your age?**

Under 18	1
18-21	2
22-24	3
25-29	4
30-59	5
60-69	6
70-79	7
80+	8
Prefer not to say	9

**45. How would you describe the composition of your household?**

One adult under 60	1
One adult aged 60 or over	2
Two adults both under 60	3
Two adults both over 60	4
Two adults, at least one 60 or over	5
Three or more adults, 16 or over	6
1 parent family with children at least 1 under 16	7
2 parent family with children at least 1 under 16	8
Other (please specify)	9

**46. Do you consider yourself to have a disability?**

Yes	1
No	2

**47. Does your household receive housing benefit or Universal Credit?**

Yes, housing benefit paid directly to you	1
Yes, housing benefit paid directly to ELHA	2
Yes, Universal Credit paid directly to you	3
Yes, Universal Credit paid directly to ELHA	4
Yes, Discretionary Housing payment paid directly to you	5
Yes, Discretionary Housing payment paid to ELHA	6
No pay full rent	7

**About You and Your Household**

Finally, I'd like to ask some questions about you and your home in order that ELHA can, if needed, provide services to you directly to help.

**48. Can you afford to heat your home?**

Yes	1	Go to Q50
No	2	Go to Q49

**49. How often have you had to completely switch off your heating because you couldn't afford it?**

Never	1
Occasionally (2-3 times a year)	2
Regularly (every month during winter)	3
Always (never switch heating on)	4
Prefer not to say	5

**50. ELHA are concerned with making sure that their homes are affordable to live in. Would you like us to pass your name and address to ELHA so that they can get in touch with more information about either of the following services? If you say yes we will pass your name and address to ELHA so that they can get in touch. All your other answers will be completely confidential and anonymous**

	Yes	No
Money advice service to help manage your money and make sure you are getting the benefits you are entitled to	1	2
Home Energy Advice service to help you make sure you are on the right tariff for your household and are managing your energy use efficiently	1	2

**51. Have you experienced dampness or mould in your home in the last 12 months?**

Yes	1	Go to Q52
No	2	Thank and close

**52. Did you report this to ELHA?**

Yes	1	Go to Q53
No	2	

**53. Has this been resolved to your satisfaction?**

Yes	1	Thank and close
No	2	Go to Q54

**54. If the dampness or mould has not been rectified or you haven't reported it before, it is important that the Association knows. Would you be happy for me to pass over your report of dampness or mould to ELHA along with your address so that they can investigate this? All your other answers will be completely confidential and anonymous.**

Yes	1	Thank and close
No	2	

**55. If you have answered No, please ensure you report this to the association yourself**

**Thank you very much for completing the questionnaire.**

**Would you like to take a note of our web address where you will be able to find our Privacy Notice which will tell you more about the interviewing process and how we use your data**

## OWNER SATISFACTION SURVEY

**1. Thinking of the range of services provided by ELHA for owners, how satisfied are you with each of the following? If you do not receive this service or it is not applicable, please just say.**

	Very Satisfied	Fairly Satisfied	Neither nor	Fairly Dissatisfied	Very Dissatisfied	Don't know/NA
Stair and communal cleaning	1	2	3	4	5	6
Stair and courtyard lighting	1	2	3	4	5	6
External painting	1	2	3	4	5	6
Replacement floor coverings	1	2	3	4	5	6
Buildings insurance	1	2	3	4	5	6

**2. [IF NOT SATISFIED WITH ANY OF THE ABOVE] How could this be improved?**

**3. ELHA aim to make sure that the information provided for owners and sharing owners is clear and accessible. How easy do you find it to understand the following information provided by ELHA?**

	Very easy	Fairly easy	Neither nor	Fairly difficult	Very difficult	Don't know
Your written statement of services (received annually)	1	2	3	4	5	6
Your statement of account (received annually)	1	2	3	4	5	6

**4. [IF NOT SATISFIED WITH ANY OF THE ABOVE] How could this be improved?**

**5. Have you contacted ELHA in the year?**

Yes	1	Go to Q6
No	2	Go to Q7

**6. Thinking about your most recent contact with ELHA, how satisfied or dissatisfied were you with the following?**

	Very Satisfied	Fairly Satisfied	Neither nor	Fairly Dissatisfied	Very Dissatisfied	Don't know/NA
Staff were friendly, polite and professional	1	2	3	4	5	6
You were treated fairly and with respect	1	2	3	4	5	6
Staff listened to you and responded to your needs	1	2	3	4	5	6
You were responded to you in a reasonable timescale	1	2	3	4	5	6

Staff did what they said they were going to	1	2	3	4	5	6
If required, staff kept you informed	1	2	3	4	5	6
You receive a clear and accurate explanation about any decisions that were made	1	2	3	4	5	6

**7. Thinking about ELHA Staff, do you have any recommendations that could help improve the service they provide?**

**8. If you were dissatisfied with any aspect of the services provided by East Lothian Housing Association, would you know how to complain?**

Yes	1
No	2

**9. SSHC Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by ELHA?**

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

**10. You said you were not satisfied with the factoring service provided by your landlord, can you please explain how this could be improved?**

- Thank you very much for completing the questionnaire.
- Would you like to take a note of our web address where you will be able to find our Privacy Notice which will tell you more about the interviewing process and how we use your data



## **Appendix 2**

### **Technical Report Summary**



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

<b>Project name</b>	<b>East Lothian HA TSS 2025</b>
<b>Project number</b>	<b>P1484</b>
<b>Objectives of the research</b>	The aim of the research was to seek tenants' views on the services that East Lothian Housing Association provide and how well it performs these services and to help identify areas where the service can be improved.
<b>Target population</b>	52% response rate with tenants Maximise the response with owners.
<b>Description of sample frame/ source and validation methods if applicable</b>	N/A quota based approach and all addresses in scope for interview
<b>Sampling method (probability or non-probability) and quotas used</b>	N/A no sample drawn
<b>Sample units drawn</b>	All 1393 tenants All 22 owners
<b>Target sample size</b>	750 for tenants Maximise response from owners
<b>Achieved sample size and reasons if target not achieved</b>	752 with tenants 12 interviews with owners
<b>Date of fieldwork</b>	9 <sup>th</sup> of May – 9 <sup>th</sup> of June 2025.
<b>Data collection method</b>	Tenants: Face to face interviews (with top up of 55 telephone interviews and 2 interviews completed online)
<b>Response rate and definition and method of how calculated</b>	752 interviews from 1393 tenants=54% response rate 12 interviews from 22 owners = 55%
<b>Questionnaire length</b>	15 minutes
<b>Any incentives?</b>	No
<b>Number of interviewers</b>	10
<b>Interview/ self-completion validation methods</b>	10% of face to face interviews have been validated via respondent recontact 5% of telephone interviews have been validated via remote listening
<b>Showcards or any other materials used?</b>	N/A
<b>Weighting procedures (if applicable)</b>	N/A
<b>Estimating and imputation procedures (if applicable)</b>	N/A
<b>Reliability of findings and methods of statistical analysis if applicable</b>	+/-2.4% for tenants based upon a 50% estimate at the 95% confidence level

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