

# Tenant Survey 2020

Tenant Opinion; Coronavirus Response and My Home Service

**OCHIL VIEW HOUSING**

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## Executive Summary

This Coronavirus response and 'My Home' tenant survey was carried out by Knowledge Partnership on behalf of Ochil View Housing Association (Ochil View Housing) using an interviewer led (telephone) and e-mail questionnaire. The survey was administered during September and October 2020 and by the conclusion of the data collection period, 439 tenants had been surveyed, comprising 31.6% of all available tenants.

### Coronavirus

#### Coronavirus response

- Almost nine in ten tenants (87.7%) said they had felt supported by their landlord during the Coronavirus Pandemic; 8.4% disagreed and 4.0% replied 'don't know'.
- Tenants living in Clackmannanshire (93.1%) and Alloa (89.5%) are more likely to say they felt supported when compared to those living in West Fife (87.1%) and Tullibody (84.3%).
- Most tenants (83.6%) are satisfied with how Ochil View Housing has managed its services during the lockdown; 9.6% were dissatisfied on this measure and 6.8% answered 'don't know'. Satisfaction with lockdown service delivery ranges from a 'high' of 87.1% for Alloa tenants to a 'low' of 80.3% for tenants living in Tullibody.
- Around 2/3rds of tenants (68.5%) know that their landlord has recently re-instated core services such as reactive repairs, bulk uplifts, estate inspections etc. Awareness of these changes varies by location e.g. 76.4% of tenants are aware in Clackmannanshire compared to 60.0% in West Fife. It is also the case that awareness varies by level of digital engagement i.e. for tenants who are registered with 'My Home', 79.8% are aware that these services have been re-started compared to 60.7% of tenants who have not yet registered with the 'My Home' service.
- Approx. two thirds of tenants (66.7%) have been in contact with Ochil View Housing during the Pandemic lockdown. The most likely tenants to have made contact are those aged 16 to 34 (72.5% have been in contact) whilst tenants aged 75 plus are the least likely to have contacted their landlord during this time (53.3%).
- Telephone (89.9%) is the most common means for tenants to access services during lockdown. Of lesser importance are e-mail (14.6%) and 'My Home' (9.4%). The three main reasons for tenants to contact their landlord at this time have been emergency repairs (34.5%), day to day repairs (30.0%), and rent payment (15.0%).
- Most tenants making contact with Ochil View Housing during lockdown are satisfied with their contact experience (85.5%); 10.7% were dissatisfied with this experience mainly citing that 'nothing was done about my enquiry' as the main cause of their dissatisfaction.
- During lockdown, almost half of tenants (47.6%) have sought information about landlord services from the Association's website (32.6%) and/or Facebook page (26.4%). Most tenants (52.4%) have not used these communication tools during lockdown. This is mainly because they have had no requirement to obtain information (34.2%), because they do not have an Internet connection (26.8%) or because they prefer to telephone the Association for advice or information (25.4%).

#### Looking ahead

- Having been made aware that their landlord had begun re-starting core services, more than three quarters of tenants agreed that this was an appropriate way forward i.e. 77.8% agreed that there was no immediate urgency to re-instate other services.

- Most tenants (87.6%) would telephone Ochil View Housing in the event - going forward – that they cannot access the office because of the Coronavirus lockdown. Approx. one third (32.5%) would use e-mail and 13.8% would use a web-based chat option. Fewer than one in ten tenants (7.5%) thought that the Alloa office should be re-opened as a matter of urgency.
- Whilst Coronavirus is still present in the community, approx. three quarters of tenants feel that PPE should be worn by staff (70.7%) and tenants (75.4%) in the office environment. In addition, 61.1% of tenants think that appointments should be required when visiting the office during any easing of lockdown (16.6% said that restricting the numbers within the office at any one time would be a better approach).
- Approx. one in five tenants had no strong view on the use of PPE when visiting the office or on the arrangements for visiting the office, in the main suggesting that the required procedures for visiting the office should be set by Ochil View Housing.
- Most tenants (71.8%) felt that staff should be asked to wear PPE when visiting their homes; 16.3% had no strong view.

### **My Home Digital Platform**

- Just under 2/3rds of tenants (65.4%) had heard of the 'My Home' service; 34.6% had not heard of this service. Awareness of 'My Home' is associated with age i.e. 81.8% of tenants aged 16 to 34 have heard of 'My Home' compared to 36.7% of those aged 75 plus. Tenants living in Tullibody are the most likely to have heard of 'My Home' which compares to 53.2% of tenants living in West Fife.
- Most tenants who have heard of 'My Home' learned of the service through leaflets/letters (39.6%) or from a member of landlord staff (30.6%). Other key communication channels for this service are Facebook (14.0%) and e-mail (12.2%).
- Whilst 65.4% of all tenants have heard of 'My Home', approx. six in ten of these tenants (59.9%) have registered with the service (equivalent to 38.7% of all tenants that were surveyed). Within the group of tenants who are aware of the service, 35.8% have not yet registered and 4.3% do not know if they have/have not registered.
- 'My Home' registration is highest for tenants aged 35 to 44 where 76.0% of 'service aware tenants' have already registered. This figure contrasts with 41.5% registration amongst tenants aged 65 to 74 and 18.2% for those aged 75 plus.
- For tenants who have registered with 'My Home', most complete this process by themselves (79.2%), whilst 15.5% had assistance from a member of Association staff. Approx. five percent (4.8%) had help from a family member to register.
- Overall, amongst those tenants that are registered with 'My Home', 67.5% have used one or more of the associated services whilst approx. one third (32.5%) have not yet used 'My Home' despite registering. The most commonly used 'My Home' services are paying rent (30.9%) and ordering repairs (30.2%). Approx. one in five tenants (21.2%) have also used 'My Home' to check their tenancy records.
- Tenants who are registered with 'My Home' and have used the service indicate that the platform is easy to use (93.0% say 'My Home' is very/fairly easy to use).

- Just over one in three tenants (32.5%) have registered with 'My Home' but have not yet used services such as booking repairs etc. Amongst these non-users, 47.3% appear not to have used the service at all whilst 52.7% have only browsed or looked over the service.
- Analysis of registered non-users indicates that demographic features (more-so than service issues) are associated with non-use i.e. the profile of a 'typical registered non-user' of 'My Home' is a tenant who is aged 65 plus, living as a couple, and residing in West Fife.
- Amongst the 35.8% of 'service aware' tenants that have not registered with 'My Home', most (29.0%) said this was because they were not interested in using online services, 22.0% gave another reason, and 19.0% do not know why they have not registered despite being aware of the service.
- In relation to encouraging registration amongst non-users of 'My Home' most tenants said they would not be interested in support from their landlord because they were not really interested in using the service (68.8% of those tenants who were aware of 'My Home' but had not yet registered).
- Overall, 83.0% of surveyed tenants had access to the Internet, and those who did, were the most likely to be aware of the 'My Home' service (75.4%) and also to have registered with 'My Home' (62.8%).
- Across all tenants who pay their rent, the most common form of rent payment is direct debit with 50.2% of rent payers using this method.

## Conclusions

- In relation to its role in supporting customers during lockdown, the Association has performed very well, with 87.7% of tenants saying that they have felt supported during this time, and 83.6% indicating that they have been satisfied with Ochil View Housing's maintenance and housing services. In addition, most tenants (85.5%) have indicated that they were satisfied with any contact they had with their landlord during the lockdown.
- With respect to 'My Home' most tenants (65.4%) are aware of the service and of these tenants, 59.9% have already registered with 'My Home'. Those tenants who have gone onto use the service say that the 'My Home' platform is easy to use (93.0%)
- Whilst this survey has identified highly positive feedback from tenants in relation to both service provision and access during lockdown, and the use of 'My Home', some areas for further investigation are highlighted below:
  - Given that telephone is likely to remain the most popular means of getting in touch with staff, there were a few comments in the survey to suggest that sometimes, telephone calls had gone unanswered, or that it had been difficult to make contact in this way. This may indicate a requirement to check that the Association's lockdown call handling procedure is working as effectively as it could.
  - Tenant living in West Fife are generally less aware of the Association's activities e.g. they are the least aware of recent service changes, and the least aware of 'My Home'. In general, there may be a need to assess how lockdown communications are deployed for tenants living in the West Fife area.

- Overall, approx. one in three tenants (31.5%) are not aware that some key services such as day to day repairs have been re-instated by their landlord suggesting perhaps that more communication is needed to inform all tenants of the current range of services offered by Ochil View Housing.
- We observe that tenants living in Tullibody are less likely than other groups to agree that they had been adequately supported by their landlord during lockdown; this could be a factor of location but might also reflect the demographic of tenants who live in that town. This survey outcome may indicate a need to meet with a sample of Tullibody tenants to identify the lockdown issues that are particular to this area.
- We have noted that younger tenants are much more likely than older ones to register and use the 'My Home' service. This highlights a possible strategy for the roll out of 'My Home' which is principally about consolidating the service amongst younger tenants i.e. 16 to 54 years, with reduced 'My Home' resources being allocated to those tenants beyond this age group on the basis that many older tenants have indicated during the survey that they are not interested in using online services, including 'My Home'.

## Introduction

This tenant survey was carried out by Knowledge Partnership on behalf of Ochil View Housing using a telephone and e-mail survey method. The survey was administered between 14<sup>th</sup> September and 12<sup>th</sup> October 2020 and by the conclusion of the survey period, 439 tenants had completed an interview, comprising 31.6% of all tenants.

## Survey Responses

A profile of the main characteristics of the survey responses is presented below, beginning with property size (table A). Table A illustrates the proportion of all responses to the survey (% all surveys) that were associated with each size of Ochil View Housing property. For example, across 439 survey completions, 27.1% were supplied by tenants living in 1 or 2apt properties, 41.5% by tenants living in 3apt properties etc. Comparing the survey sample with Ochil View Housing's data for all stock (% population) indicates a close match between the sample and the population on the measure of property size.

Table A – Survey sample by number of apartments (base 439)

<u>No of apartments</u>	<u>% all surveys</u>	<u>% population</u>	<u>No of apartments</u>	<u>% all surveys</u>	<u>% population</u>
1/2apt	27.1%	24.7%	Other	3.6%	3.1%
3apt	41.5%	41.3%	<b>Count</b>	<b>439</b>	<b>1,391</b>
4/5apt	27.8%	31.0%			

Table B shows the tenants that completed the survey by principal town and illustrates for example that 40.5% of those responding to the survey lived in Tullibody, 28.5% in Alloa etc. The column headed '% population' shows the proportion of all tenants living in these and other towns and indicates a close match between the sample (% all surveys) and the Ochil View population.

Table B – Survey sample by principal town (base 439)

<u>Principal town</u>	<u>% all surveys</u>	<u>% population</u>	<u>Principal towns</u>	<u>% all surveys</u>	<u>% population</u>
Tullibody	40.5%	43.1%	Oakley	4.3%	3.7%
Alloa	28.5%	27.4%	Tillicoultry	3.6%	3.1%
Sauchie	6.8%	8.1%	All other towns/villages <sup>1</sup>	13.8%	8.9%
High Valleyfield	5.2%	5.7%	<b>Count</b>	<b>439</b>	<b>1,391</b>

In table C we illustrate the survey sample (% all surveys) and tenant population by age. This shows for example that 21.7% of all surveys were completed with tenants aged 45 to 54 compared with 19.8% of all tenants who are in that age group.

Table C – Survey sample by tenant age (base 439)

<u>Age</u>	<u>% all surveys</u>	<u>% population</u>	<u>Age</u>	<u>% all surveys</u>	<u>% population</u>
16 to 24	4.8%	4.3%	55 to 64	18.0%	19.1%
25 to 34	16.0%	17.9%	65 to 74	18.3%	13.7%
35 to 44	14.4%	17.5%	75 plus	6.8%	7.6%
45 to 54	21.7%	19.8%	<b>Count</b>	<b>439</b>	<b>1,391</b>

<sup>1</sup> 'Other' consists of Blairhall, Cambus, Menstrie, Newmills, Alva, Dollar, and Clackmannan

Table D shows the break-down of survey responses by household size/type. This shows a wide range of households for example, 21.9% of all surveyed households comprised one adult under 60 years of age, 21.9% comprised one adult aged 60 and over etc. Households containing children represent 27.0% of all Ochil View households surveyed.

Table D –Survey sample by household size/composition (base 439)

<u>Household size/composition</u>	<u>% all surveys</u>	<u>Household size/composition</u>	<u>% all surveys</u>
One adult under 60	21.9%	1 adult with children	12.9%
One adult aged 60 or over	21.9%	2 adults with children	12.2%
Two adults both under 60	11.5%	3 or more adults with children	1.9%
Two adults, at least one 60 or over	8.5%	Other/decline	4.2%
Three or more adults 16 or over	4.9%	<b>Totals</b>	<b>439</b>

#### Ethnic origin

Most tenants surveyed were ‘White’, with 83.2% declaring themselves to be ‘White Scottish’, and 13.8% saying they were ‘White British’.

#### Disability and shielding

Just over half of tenants (53.5%) answered ‘yes’ to the question; ‘Do you or anyone in your home have a disability or long term health condition that limits your/their daily activities or the work you/they can do?’. Forty one percent (41.3%) answered ‘no’ and 5.2% declined to say.

Approx. one in four tenants (23.1%) have been asked to shield from Coronavirus by the Government; 71.5% have not been asked to shield and 5.4% declined to answer this question.

#### Assistance with housing costs

Approx. half of surveyed tenants (53.6%) pay some or all of their rent to Ochil View Housing whilst 46.4% did not make rent payments directly.

#### My Home Registrations

In the survey returns, 27.6% of responses were provided by tenants that Ochil View Housing had identified as a registered ‘My Home’ tenant. This compares to 24.5% of registered ‘My Home’ tenants in the tenant population.

#### Data accuracy and level of analysis

It is possible to estimate the accuracy of the tenant survey data with reference to a statistic called ‘margin of error’. The margin of error is the amount by which the quoted survey statistics could vary from the population statistics if a census (as opposed to a survey) had been carried out. On the basis of a response level of 439 questionnaires, and assuming an available tenant population of 1,391, the margin of error for the data quoted in this report is +-3.9% which is well within the target margin of error set by the Scottish Housing Regulator (being +-5%).

#### Base figures used

Whilst 439 tenants took part in the survey, not all tenants responding by e-mail will necessarily have completed all survey questions. This means that in some cases the survey base may be less than 439 for an individual question. This effect had been taken into account when reporting the survey data, but to avoid confusion for the reader, the base is generally indicated as 439 where all tenants could have been expected to answer the survey question.



### Weighting and rounding

The results presented in this draft report are unweighted. As a result of rounding, some figures in the charts and tables contained within this report may not add exactly to 100%.

## Managing services during Coronavirus

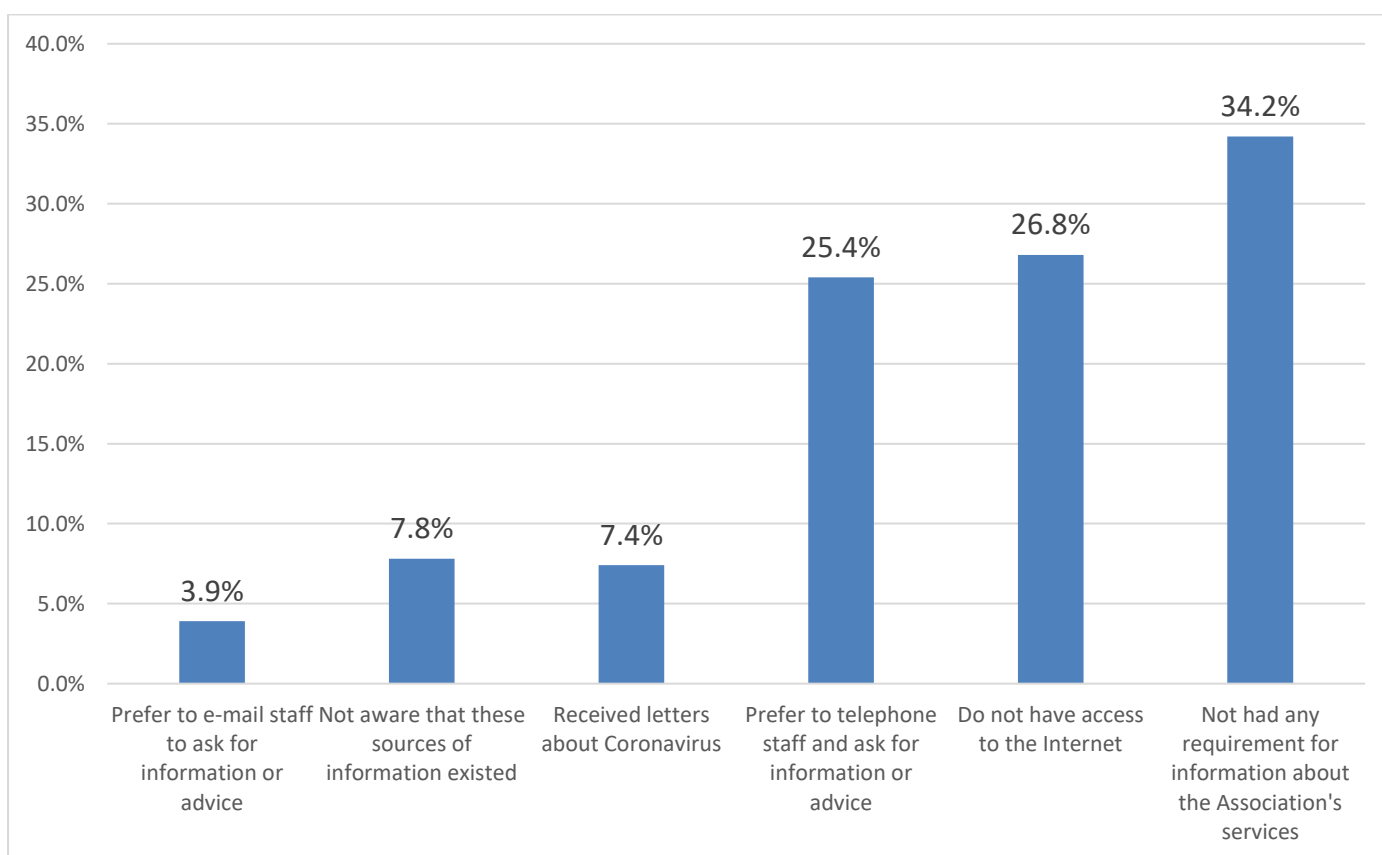
### Service information

Most tenants (52.4%) have not used Ochil View Housing’s website pages or Facebook information during the Coronavirus pandemic. Approx. one in three tenants have used the website news pages (32.6%) and/or the Facebook page for information (26.4%)

Amongst those tenants that have not referred to Ochil View Housing’s digital sources of information, most (34.2%) said that they have not had any requirement to access this information, whilst 26.8% do not have Internet access, and 25.4% prefer to telephone staff to ask for information (figure 1).

Figure 1 – Reasons not to use Ochil View Housing’s digital information resources (base 228)

*Q- Why have you not used the website news or Facebook pages to get information about the Association's services during the lockdown?*



### Contact activity

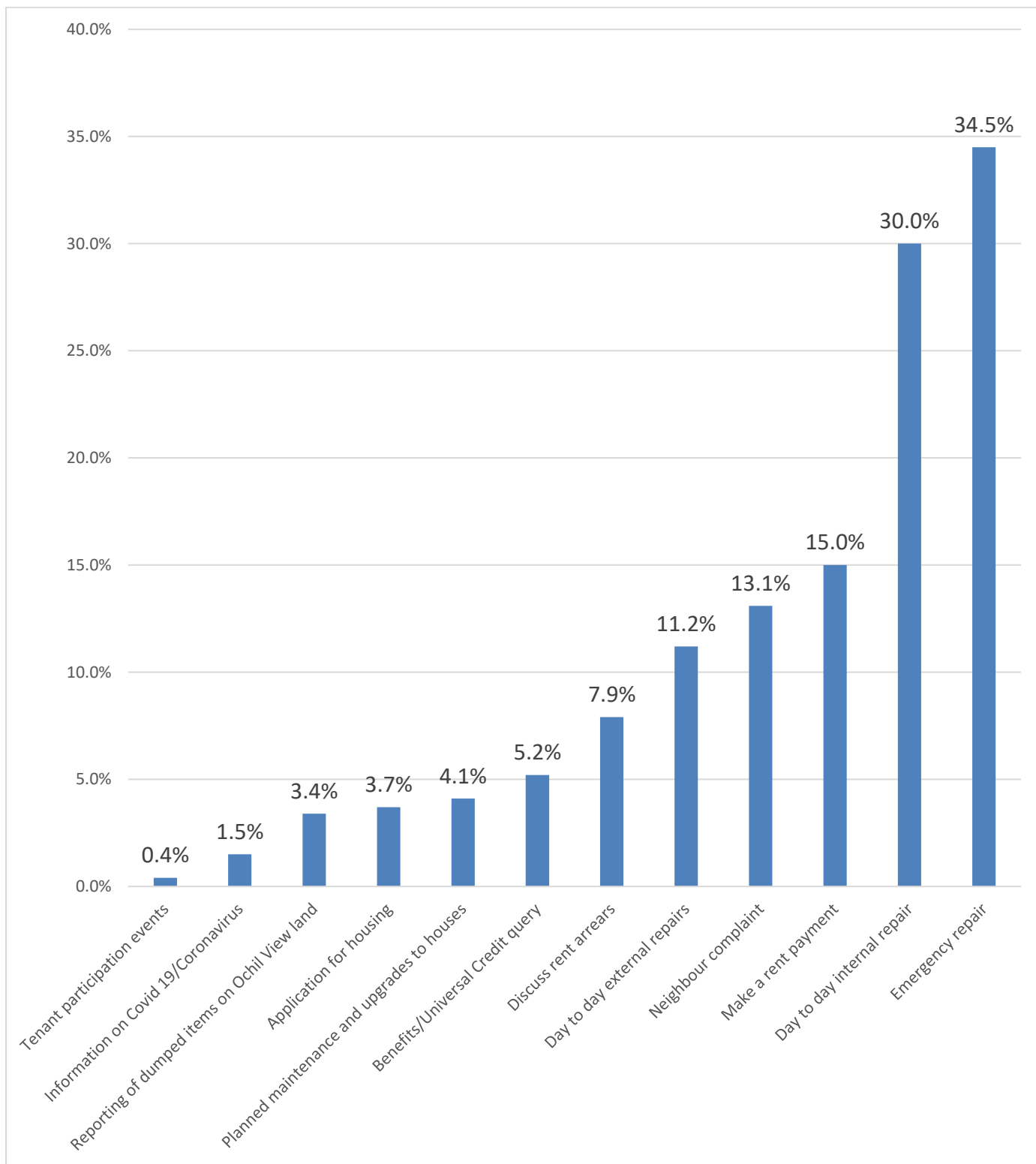
Approx. 2/3rds of tenants (66.7%) have contacted Ochil View Housing since the start of lockdown. The most likely tenants to have made contact with their landlord during this time are those aged 16 to 34 where 72.5% have been in contact, whilst the least likely are those aged 75 plus, where only 53.3% have contacted Ochil View Housing since late March 2020. Approx. one in three tenants (31.7%) have not contacted Ochil View Housing since the beginning of lockdown and 1.6% do not recall.

Telephone (89.9%) is the most common way for tenants to have contacted Ochil View over the past 6 months, followed by e-mail (14.6%) and the 'My Home' portal (9.4%). A small minority of tenants have contacted the Association using the website (2.1%), Facebook (1.0%) or letter (0.7%).

Considering the topics that these tenants have contacted their landlord about, figure 2 illustrates that the two main items for contact were emergency repairs (34.5%) and day to day internal repairs (30.0%).

Figure 2 – Contact item (base 291)

Q- What did you contact Ochil View Housing about?



Forty tenants said they had contacted Ochil View Housing for another reason e.g. bulk uplift, dampness, rent arrears etc.

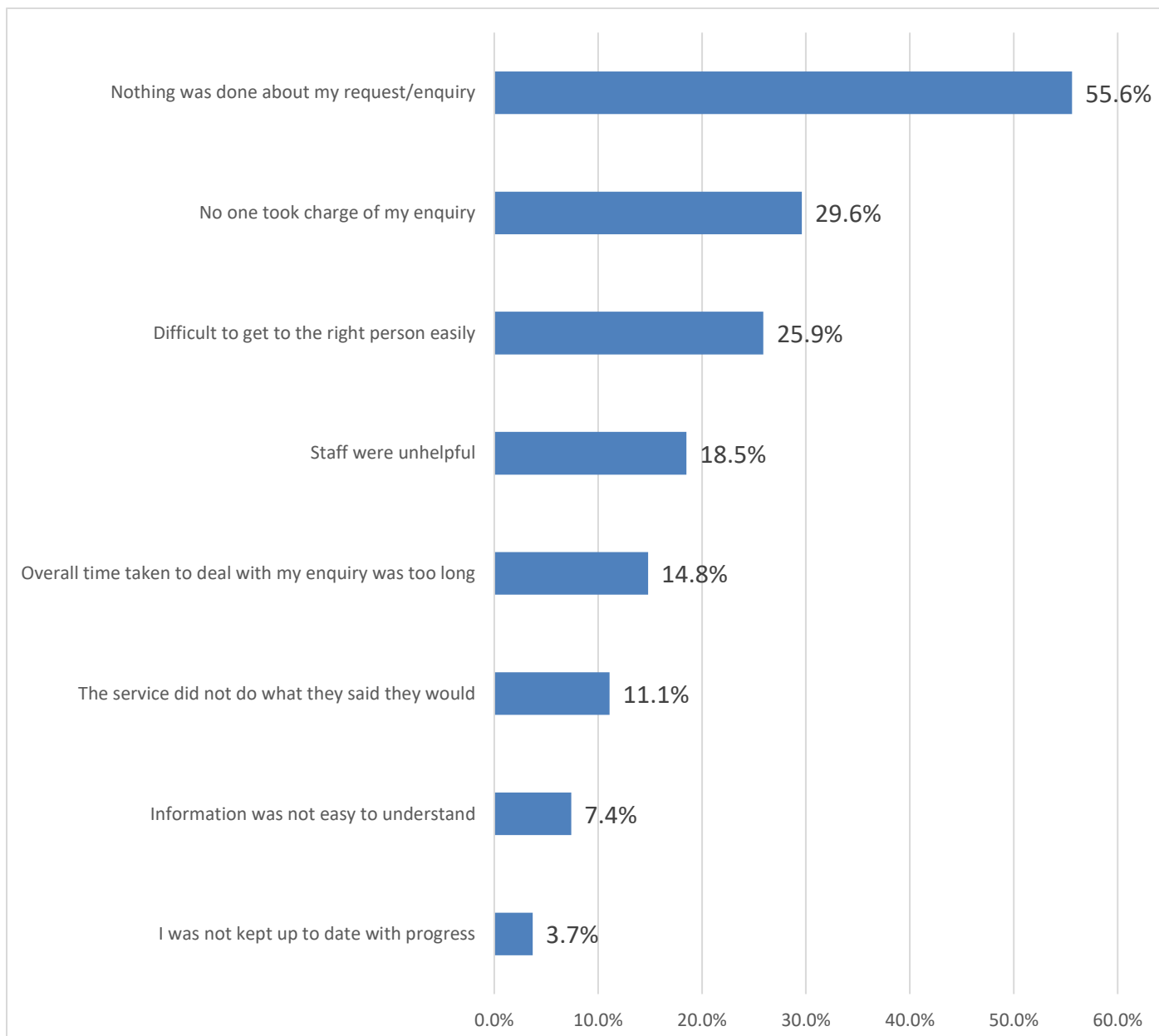
### Satisfaction with contact

For those tenants who have contacted the Association during lockdown, most (85.5%) were satisfied with their contact experience whilst 10.7% were dissatisfied (3.8% don't know).

Amongst those tenants that were dissatisfied with contact, the main issue was that 'nothing was done about my request/enquiry'(55.6%), whilst approx. one in three tenants (29.6%) said that no one had taken charge of their enquiry.

Figure 3 – Reasons to be dissatisfied with contact (base 31)

*Q - Why do you say that you were dissatisfied with contacting Ochil View Housing? (base 31)*



Ten tenants gave another reason for being dissatisfied with contacting their landlord during lockdown e.g. difficulties with finding the correct phone number and being 'passed around' different staff during an enquiry.

## Overall handling of lockdown by Ochil View Housing

Almost nine in ten tenants (87.7%) said they had felt adequately supported by Ochil View Housing during lockdown whilst 8.4% disagreed, and 4.0% answered 'don't know'.

Figure 4 – Feeling supported during lockdown (base 439)

Q- Overall, do you feel that you have been adequately supported by Ochil View Housing during the Coronavirus lockdown?

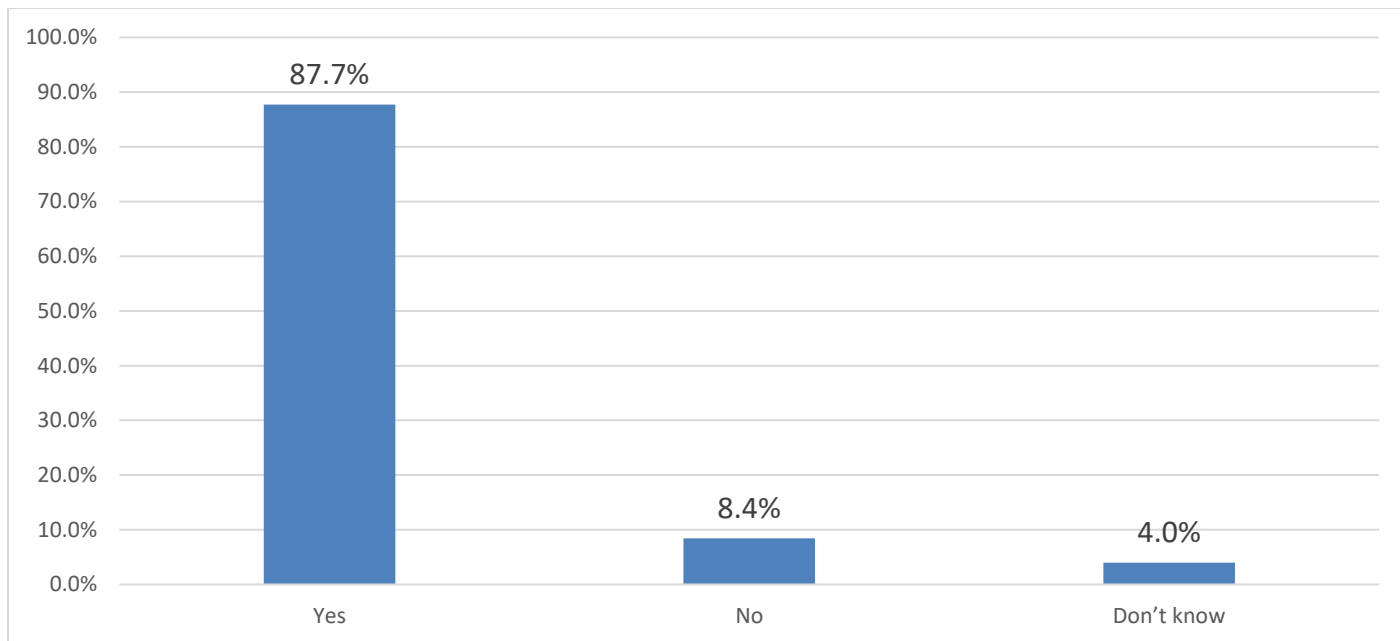


Table 1 analyses tenants' views on 'feeling supported' by age and shows a broadly similar level overall with tenants aged 35 to 44 the least likely to say 'yes' (83.1%) contrasting with 93.1% of tenants aged 75 plus.

Table 1 – Feeling supported during lockdown (base 439)

Q- Overall, do you feel that you have been adequately supported by Ochil View Housing during the Coronavirus lockdown?

Tenant age	Yes	No	Don't know
16 to 34	88.8%	7.9%	3.4%
35 to 44	83.1%	13.8%	3.1%
45 to 54	88.9%	6.7%	4.4%
55 to 64	88.2%	6.6%	5.3%
65 to 74	86.4%	8.6%	4.9%
75 plus	93.1%	6.9%	-
<b>All tenants</b>	<b>87.7%</b>	<b>8.4%</b>	<b>4.0%</b>

In table 2, we set out the results for 'feeling supported' by customer demographics other than age and location (see table 3 for location). In table 2, the results by customer segment are somewhat more widely distributed than in table 1, e.g. 94.8% of tenants who are White British say they feel adequately supported contrasted with 85.7% for tenants who are white Polish<sup>2</sup>. We observe in table 2 that tenants whose household has someone with a disability

<sup>2</sup> Caution- small sample size (7 tenants). Any tenants who are not Scottish or British are 3% of the sample

are slightly less likely to say they feel supported (86.3% feel supported) when compared to households where no one has a disability (90.9%).

**Table 2 – Feeling supported during lockdown (base 439)**

*Q- Overall, do you feel that you have been adequately supported by Ochil View Housing during the Coronavirus lockdown?*

<u>Customer segment</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>
Other white ethnicity/other ethnicity	100.0%	-	-
3 or more adults with children	100.0%	-	-
White British	94.8%	3.4%	1.7%
Two adults, at least one 60 or over	94.3%	5.7%	-
1 adult with children	90.9%	5.5%	3.6%
Non-disabled household	90.9%	6.3%	2.8%
Three or more adults 16 or over	90.0%	-	10.0%
Can access the Internet	89.1%	7.6%	3.3%
No, not shielding	88.7%	7.3%	4.0%
2 -or more person household	88.6%	7.3%	4.1%
No children at home	88.2%	7.3%	4.5%
One adult under 60	88.0%	7.6%	4.3%
Children at home	87.8%	8.7%	3.5%
Single person household	87.6%	8.1%	4.3%
Yes, shielding	87.6%	7.2%	5.2%
Cannot access the Internet	87.1%	11.4%	1.4%
One adult aged 60 or over	87.1%	8.6%	4.3%
White Scottish	86.4%	9.1%	4.5%
Disabled household	86.3%	8.4%	5.3%
Two adults both under 60	85.7%	8.2%	6.1%
White Polish	85.7%	14.3%	-
2 adults with children	82.7%	13.5%	3.8%
<b>All tenants</b>	<b>87.7%</b>	<b>8.4%</b>	<b>4.0%</b>

Table 3 illustrates tenants' views on 'feeling supported' by principal location and shows that tenants living in Clackmannanshire are the most likely to answer 'yes' to this question (93.1%) whilst those living in Tullibody are the least likely (84.3%).

**Table 3 – Feeling supported during lockdown (base 439)**

*Q- Overall, do you feel that you have been adequately supported by Ochil View Housing during the Coronavirus lockdown?*

<u>Main location</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>
Clackmannanshire	93.1%	4.2%	2.8%
Alloa	89.5%	7.3%	3.2%
West Fife	87.1%	6.5%	6.5%
Tullibody	84.3%	11.6%	4.1%
<b>All tenants</b>	<b>87.7%</b>	<b>8.4%</b>	<b>4.0%</b>

As illustrated in figure 5, 83.6% of tenants are satisfied with how Ochil View Housing has managed its services during lockdown whilst 9.6% were dissatisfied, and 6.8% responded 'don't know'.

**Figure 5 – Satisfaction with services during lockdown (base 439)**

*Q- Taking everything into account are you satisfied or dissatisfied with the way in which Ochil View Housing has managed its housing and maintenance services during the Coronavirus lockdown?*

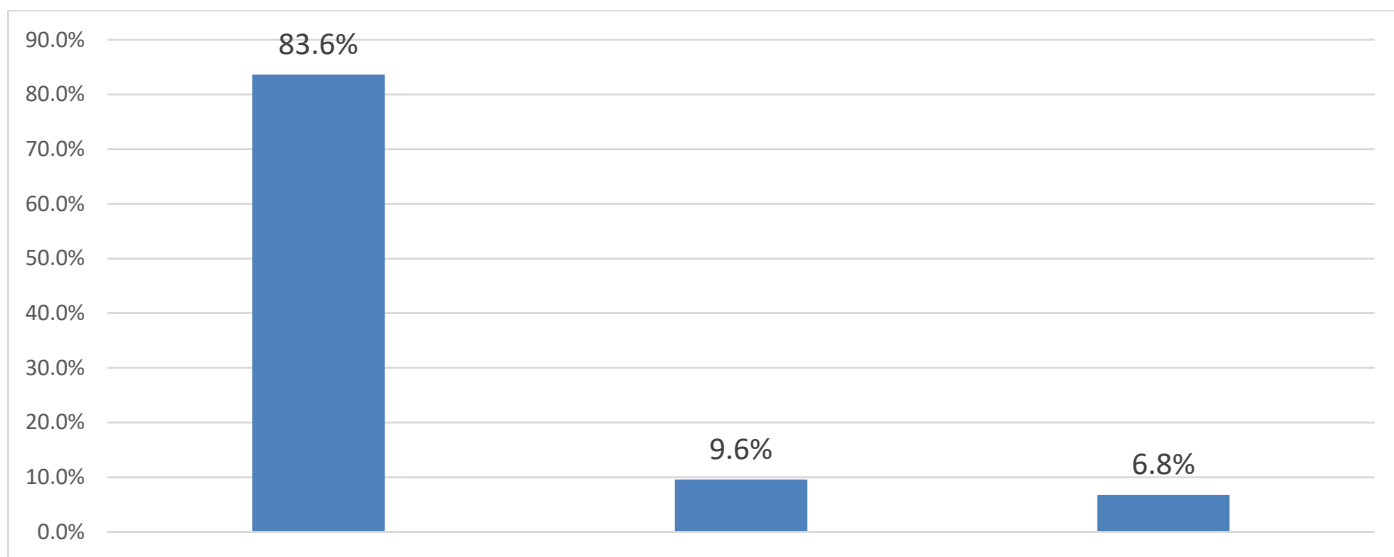


Table 4 illustrates service level satisfaction by tenant age and shows that in general tenants are less satisfied with service delivery (by age) than they are with the concept of feeling supported during lockdown (by age) e.g. 82.2% of tenants aged 75 plus said they were satisfied with services compared with 91.1% saying they felt adequately supported by Ochil View Housing during lockdown.

**Table 4 – Satisfaction with services (base 439)**

*Q- Taking everything into account are you satisfied or dissatisfied with the way in which Ochil View Housing has managed its housing and maintenance services during the Coronavirus lockdown?*

<u>Tenant age</u>	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>Don't know</u>
16 to 34	88.8%	7.9%	3.4%
35 to 44	76.6%	17.2%	6.3%
45 to 54	85.4%	7.9%	6.7%
55 to 64	86.7%	8.0%	5.3%
65 to 74	78.8%	7.5%	13.8%
75 plus	82.8%	13.8%	3.4%
<b>All tenants</b>	<b>83.6%</b>	<b>9.6%</b>	<b>6.8%</b>

Tenant satisfaction with services by customer segment is shown in table 5 and reveals a pattern that is fairly consistent with table 2 (feeling supported by customer segment).

Table 5 – Satisfaction with services (base 439)

Q- Taking everything into account are you satisfied or dissatisfied with the way in which Ochil View Housing has managed its housing and maintenance services during the Coronavirus lockdown?

<u>Customer segment</u>	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>Don't know</u>
3 or more adults with children	100.0%	-	-
White British	91.4%	5.2%	3.4%
One adult under 60	91.2%	5.5%	3.3%
Yes, shielding	87.4%	6.3%	6.3%
Non-disabled household	86.2%	6.9%	6.9%
Single person household	85.8%	7.7%	6.6%
White Polish	85.7%	14.3%	-
Two adults, at least one 60 or over	85.3%	8.8%	5.9%
No children at home	84.9%	8.1%	7.0%
Not shielding	84.7%	9.0%	6.3%
Children at home	84.3%	10.4%	5.2%
Can access Internet	84.3%	8.6%	7.0%
Three or more adults 16 or over	84.2%	5.3%	10.5%
Disabled household	83.9%	9.9%	6.3%
2 - or more person household	83.9%	9.7%	6.5%
1 adult with children	83.6%	12.7%	3.6%
White Scottish	82.6%	10.0%	3.4%
2 adults with children	82.7%	9.6%	7.7%
Two adults both under 60	81.6%	10.2%	8.2%
Cannot access Internet	81.4%	10.0%	8.6%
One adult aged 60 or over	80.4%	9.8%	9.8%
Other white ethnicity/other ethnicity	80.0%	20.0%	-
<b>All tenants</b>	<b>83.6%</b>	<b>9.6%</b>	<b>6.8%</b>

Table 6 illustrates a similar situation to table 3, i.e. tenants in Alloa and Clackmannanshire are more satisfied overall with services when compared to those living in West Fife and Tullibody, with Tullibody tenants being the least satisfied.

Table 6 – Satisfaction with services (base 439)

Q- Taking everything into account are you satisfied or dissatisfied with the way in which Ochil View Housing has managed its housing and maintenance services during the Coronavirus lockdown?

<u>Main location</u>	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>Don't know</u>
Alloa	87.1%	7.3%	5.6%
Clackmannanshire	85.7%	7.1%	7.1%
West Fife	83.1%	10.2%	6.8%
Tullibody	80.3%	12.1%	7.5%
<b>All tenants</b>	<b>83.6%</b>	<b>9.6%</b>	<b>6.8%</b>

Approx. 10% of tenants (9.6%) were dissatisfied with services during lockdown citing amongst other items, issues with repairs/maintenance, paying rent, and contact with the Association.



## Easing lockdown : services and access

### Awareness of re-instated services

As set out in figure 6, approx. 2/3rds of tenants (68.5%) are aware that key services have recently been reinstated by the Association whilst 31.5% are not aware. Awareness is highest in Clackmannanshire (76.4%) and lowest in West Fife (60.0%).

Figure 6 – Awareness of re-instated services (base 439)

*Q- Over the past couple of weeks, Ochil View Housing has re-instated some of its core services i.e. reactive repairs, bulk uplifts, house moves, planned maintenance and estate inspections. Were you aware that these services are now available to tenants?*

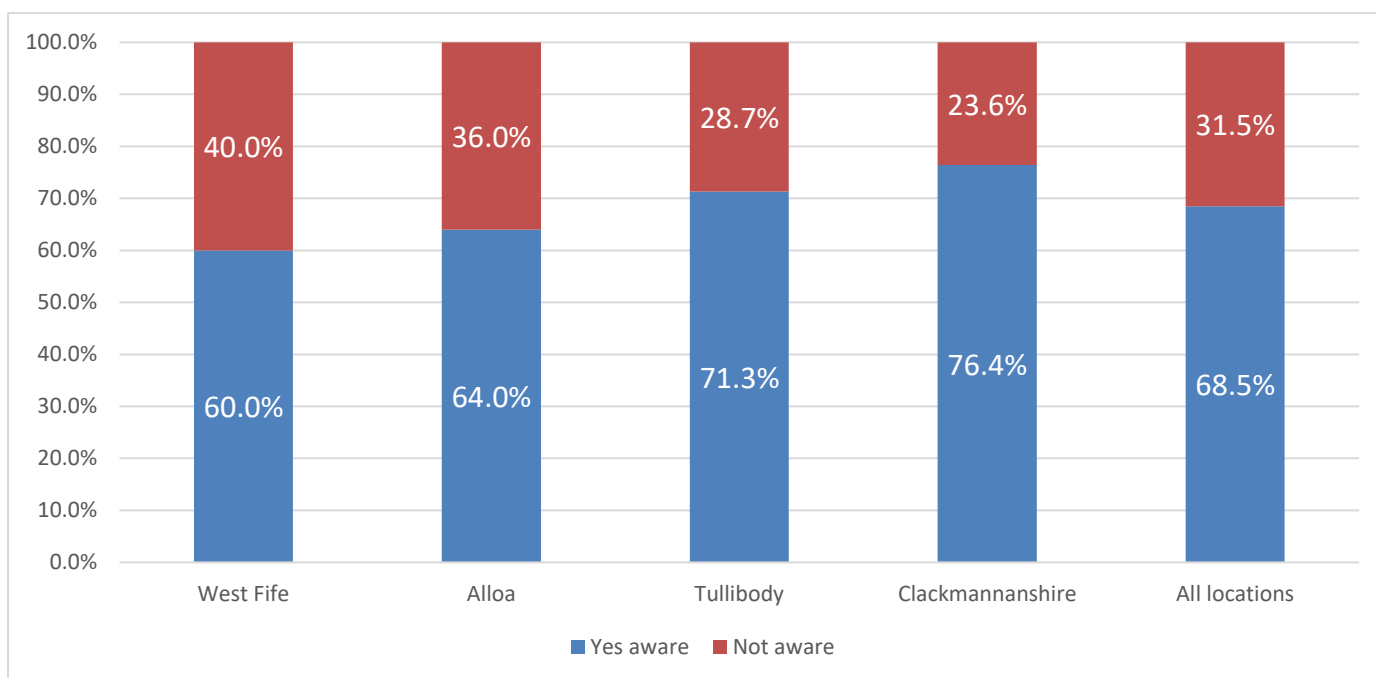


Table 7 analyses awareness of service changes according to digital engagement level and shows that where a tenant is registered with 'My Home', they are more likely to be aware that services are being re-introduced (79.8% aware). We observe also that tenants living in West Fife are the least likely to have registered with 'My Home', which may partly explain why tenants in this geographical area are less aware than others regarding recent service changes.

Table 7 – Awareness of re-instated services (base 439)

*Q- Over the past couple of weeks, Ochil View Housing has re-instated some of its core services i.e. reactive repairs, bulk uplifts, house moves, planned maintenance and estate inspections. Were you aware that these services are now available to tenants?*

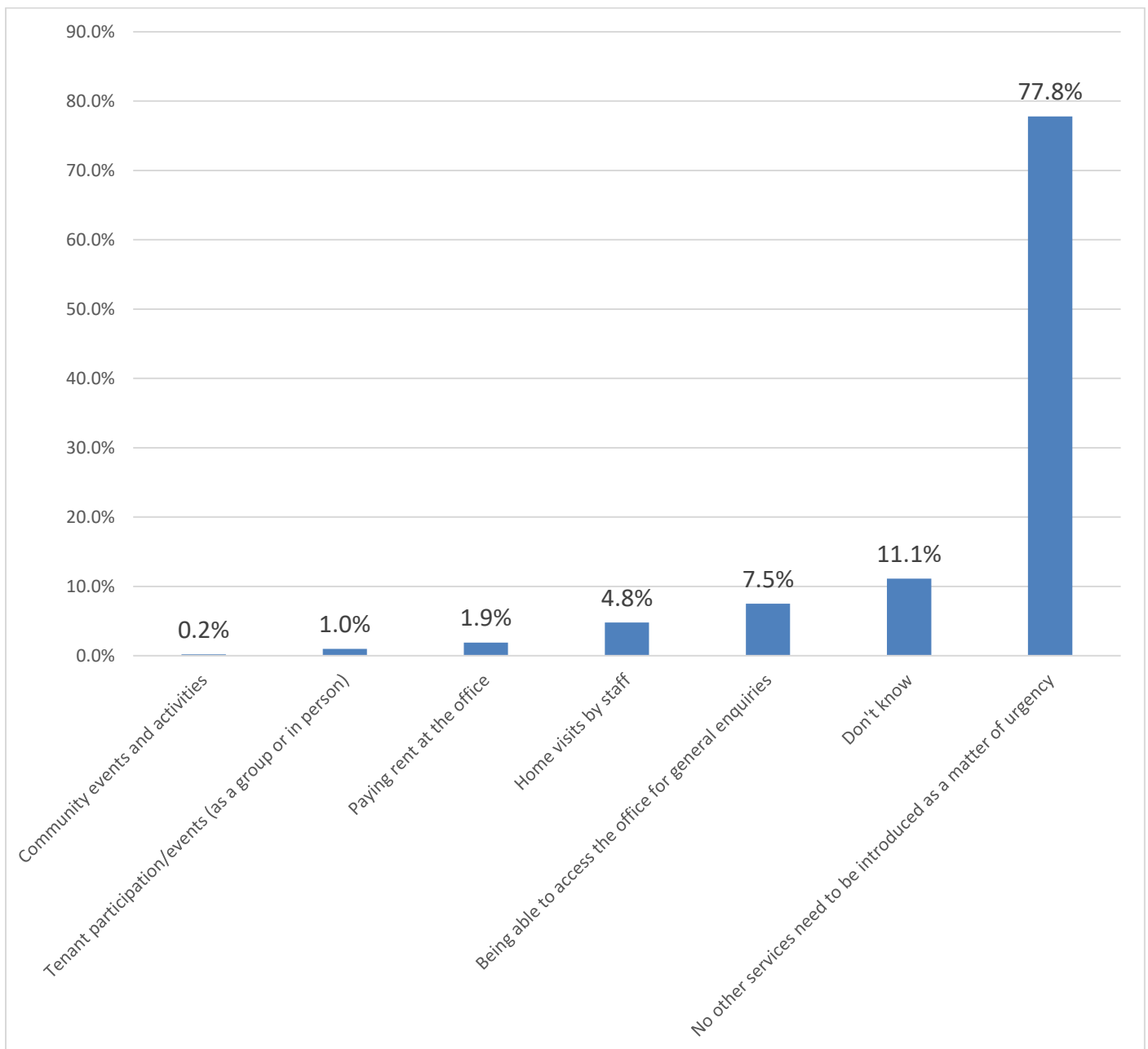
<u>Digital situation</u>	<u>Yes, aware of service changes</u>	<u>No, not aware of service changes</u>
Registered for My Home	79.8%	20.2%
Not registered for My Home	60.7%	39.9%
<b>All tenants</b>	<b>68.5%</b>	<b>31.5%</b>

## Other services

Tenants were asked if they thought that other currently closed services should be re-instated as a matter of urgency and the results of this enquiry are shown in figure 7. Most tenants (77.8%) were satisfied with the range of services currently available from their landlord (given the context of Covid 19), whilst 11.1% replied 'don't know' to this question. A minority of tenants would like to be able to access the office for general enquiries (7.5%) or be able to receive home visits (4.8%).

Figure 7– Need for other services (base 439)

*Q- Thinking about the list of services that are now available to tenants, i.e. reactive repairs, bulk uplifts, house moves, planned maintenance and estate inspections, are there any other services that you feel should be re-instated as a matter urgency?*



### Access whilst office is closed

Most tenants (87.6%) would telephone Ochil View Housing in the event that they cannot access the office because of the Coronavirus lockdown. Approx. one third (32.5%) would use e-mail and 13.8% would use a web based chat option.

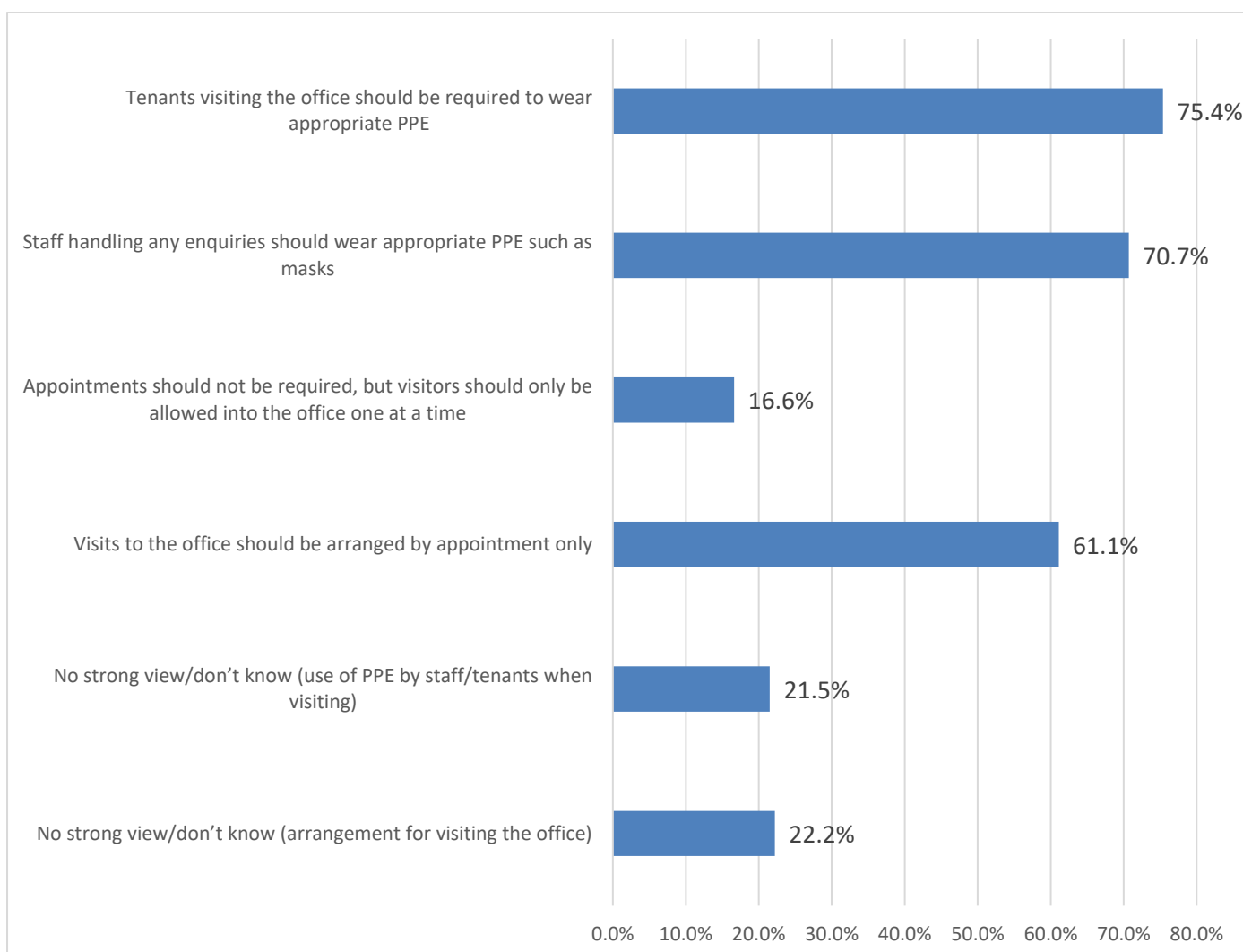
### Visiting the office

Should lockdown restrictions be eased, tenants' preferences for visiting the office and engaging with staff are set out in figure 8. This shows that whilst the virus is still present in the community, approx. three quarters of tenants feel that PPE should be worn by staff (70.7%) and tenants (75.4%) in the office environment. In addition, 61.1% of tenants think that appointments should be required when visiting the office during any easing of lockdown (16.6% said that restricting the numbers within the office at any one time would be a better approach).

Approx. one in five tenants had no strong view on the use of PPE when visiting the office or on the arrangements for visiting the office, in the main suggesting that the required procedures for visiting the office should be set by Ochil View Housing.

Figure 8 – Contacting Ochil View Housing as lockdown is eased (base 439)

*Q- Once lockdown restrictions are eased, and if a situation arose where you needed to access the office to speak to a member of staff, how would you like this to be arranged?*



## Comments relating to office access and PPE

Other comments made by tenants in relation to office access and the use of PPE during the easing of lockdown are set out below. We observe that in relation visiting arrangements around PPE, some tenants think that the use of cough screens could minimise the requirement to wear of PPE.

### *Office visits*

- ✓ 'When visiting the office, there should be no more than 2 people at a time'.
- ✓ Appointments should be available and restricted numbers for visitors at any one time'.
- ✓ As a family that is still very much having to shield away from people, I would be much happier with an appointment so to have limited contact with others'.
- ✓ 'If one is in a side office for an appointment then someone should still be allowed at reception'.
- ✓ 'As it stands I don't think we should be allowed to visit the office at all'.
- ✓ 'Home visits would be better than coming to the office'.
- ✓ 'If a serious matter then should arrange appointment. If a minor query maybe just walk in or queue?'
- ✓ 'Not to fussed as never visit the office'.
- ✓ 'Not everyone can use a computer or telephone. It is, therefore, vital to have face to face interviews with tenants'.
- ✓ 'Would telephone first and then decide'.

### *Visiting arrangements around PPE*

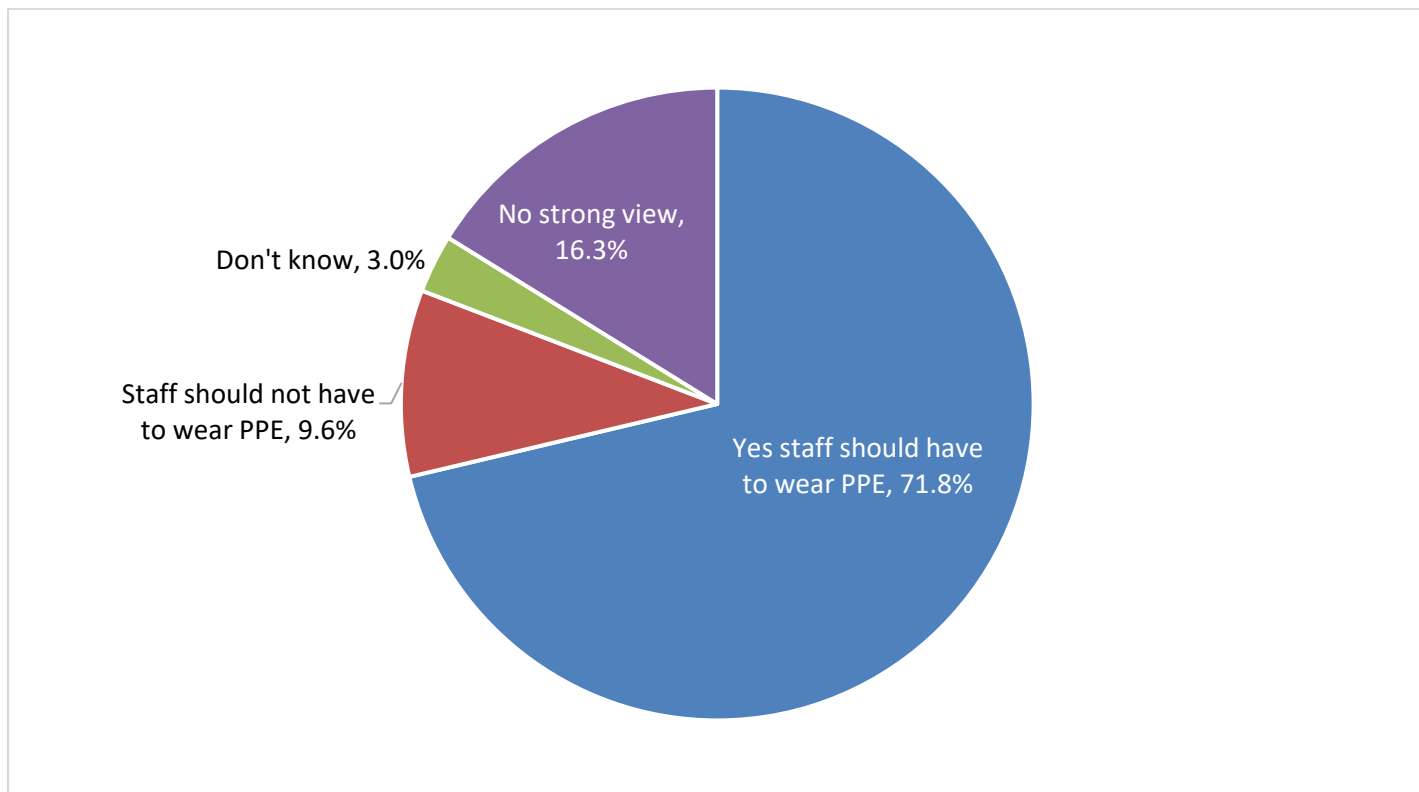
- ✓ 'Would accept any measure that means both staff and tenants are protected in line with government guidelines'.
- ✓ 'As long as there is a screen then there would be no need for PPE'
- ✓ 'Would be fine as long as there is glass between staff and tenants'
- ✓ 'Both should be wearing PPE as this protects the tenants and the staff'
- ✓ 'Need to have both wearing PPE'
- ✓ 'Depends on the social distancing. If the social distancing is adhered to, surely there should be no need for anyone to use PPE'
- ✓ 'Not sure as I am not keen on masks'
- ✓ 'I think they'd be best installing plastic shields in between staff and tenants'
- ✓ 'I usually contact my housing officer and she has been very supportive during the whole Covid pandemic so not a major issue for me'
- ✓ 'If they were behind screens I don't think staff would need to wear PPE'
- ✓ 'If they are behind a desk, staff maybe won't need PPE'
- ✓ 'If staff are behind a screen then tenants could just be wearing a mask.'
- ✓ 'If staff had a screen that would be OK'.
- ✓ 'Just need to keep 2 metre distance'.
- ✓ 'Neither should wear them'.
- ✓ 'Not really that keen on everyone wearing PPE'.
- ✓ 'Once this pandemic is over there should be no need to wear a face covering or for tenants to wear appropriate PPE such as face covering as this interferes with Human Rights'.
- ✓ 'Only need PPE if there was no barriers/screens'.
- ✓ 'Sanitiser for hands should be provided'.
- ✓ 'Should use PPE unless there is a Perspex screen'.
- ✓ 'Wear PPE if no plastic shield'.

Staff visiting tenants

Approx. seven in ten tenants (71.8%) agreed that staff should be asked to wear PPE if they needed to visit a tenant in their home; 9.6% disagreed that this was needed and 16.3% of tenants had no strong view.

Figure 9 – Staff visiting tenants as lockdown is eased (base 439)

*Q- Once lockdown restrictions are eased, if staff needed to visit you at home, should they be asked to wear PPE at all times?*



Other comments on lockdown

At the end of the Coronavirus part of the survey, tenants were asked if there was anything they wanted to add about how their landlord had dealt with the Pandemic. Most tenants (78.6%) did not have any additional comments to make. Approx. one in five tenants (21.4%) did however make a comment, of which the majority were positive (including compliments for staff), whilst some tenants did suggest improvements/concerns, e.g. improving the distribution of phone numbers during any office closures and improving call handling procedures.

## My Home

Approx. 2/3rds of tenants (65.4%) have heard of the 'My Home' service whilst 34.6% are not aware. Having heard of the service is associated with age as illustrated in figure 10 i.e. 81.% awareness for those aged 16 to 24 or 24 to 34 compared with 36.7% for those aged 75 plus.

Figure 10 – My Home awareness levels (base 439)

Q- Have you heard of Ochil View Housing's digital service portal called 'My Home'?

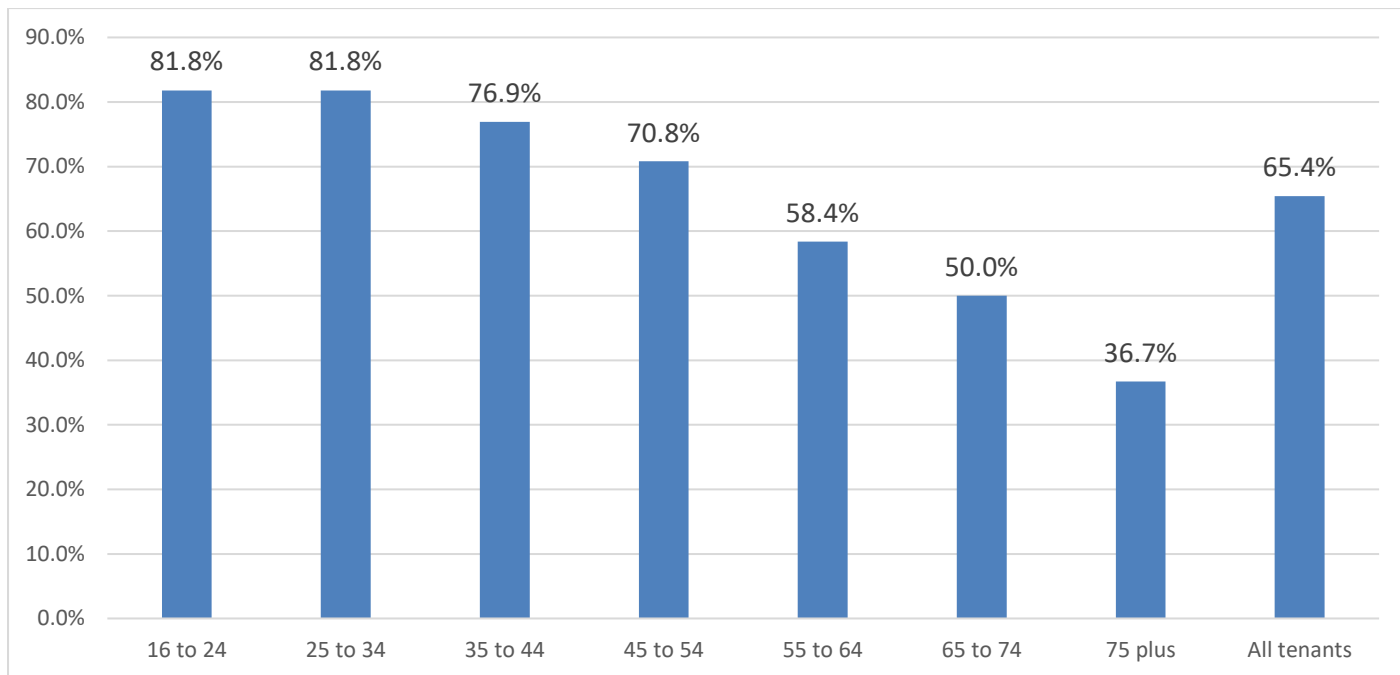


Table 8 illustrates 'My Home' awareness levels by main location and shows that awareness is highest in Tullibody and Clackmannanshire (these locations also have the highest proportions of tenants aged 16 to 44, which may partly explain these areas greater awareness of the 'My Home' service.)

Table 8 –My Home awareness levels (base 439)

Q- Have you heard of Ochil View Housing's digital service portal called 'My Home'?

<u>Main location</u>	<u>Aware</u>	<u>No aware</u>
Tullibody	75.4%	24.6%
Clackmannanshire	69.9%	30.1%
Alloa	55.2%	44.8%
West Fife	53.2%	46.8%
<b>All locations</b>	<b>65.4%</b>	<b>34.6%</b>

### Awareness methods for My Home

As illustrated in table 9, most tenants were made aware of the 'My Home' service through a letter/pamphlet (39.5%) or by a staff member (30.6%).

Table 9 –Awareness methods (base 282)

*Q- How did you first hear about 'My Home'?*

<u>Letter/pamphlet</u>	<u>Staff member</u>	<u>Facebook</u>	<u>Email information</u>	<u>Website</u>	<u>Word of mouth</u>	<u>Can't remember</u>
39.6%	30.6%	14.0%	12.2%	9.4%	2.9%	2.9%

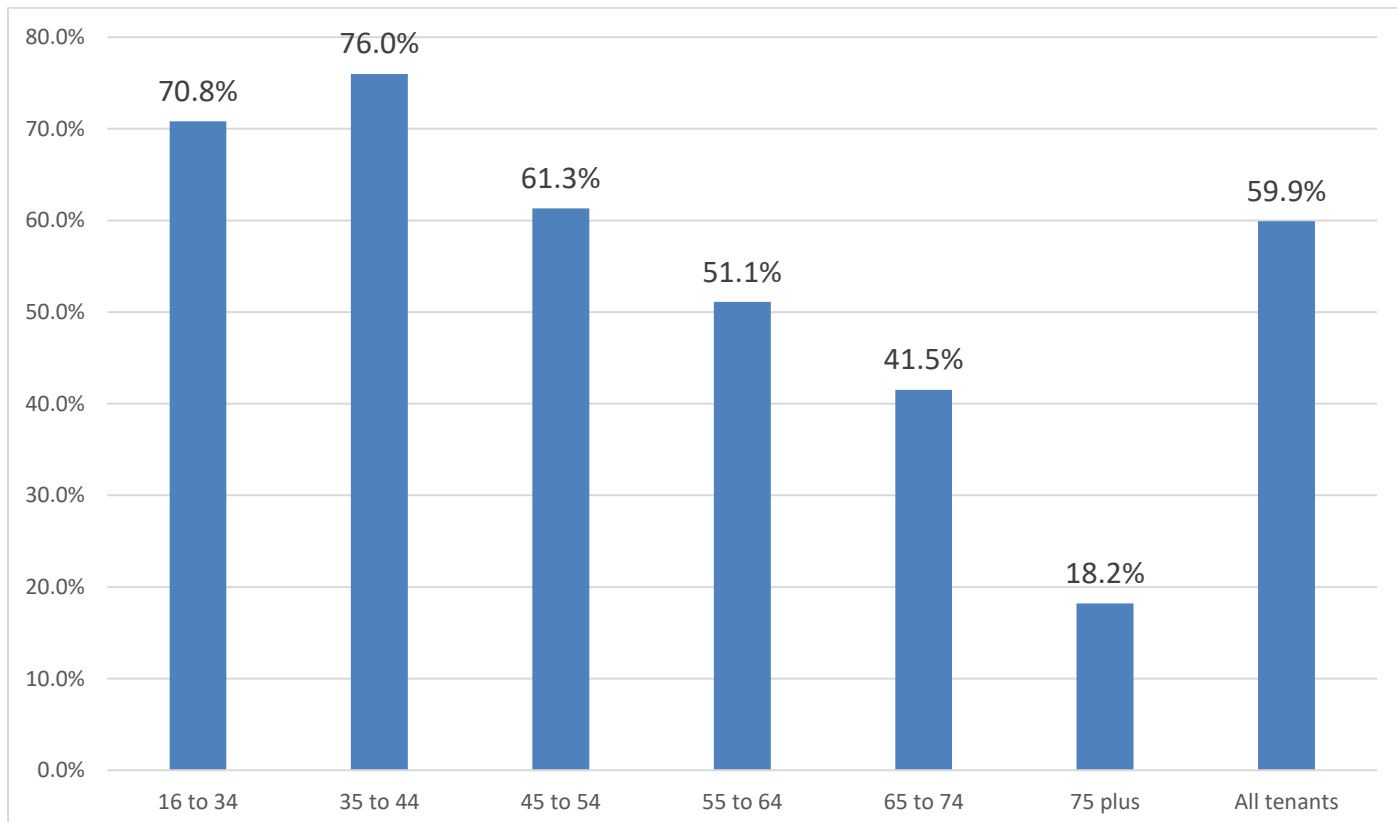
### Registration

Amongst those tenants that have heard of 'My Home' approx. six in ten (59.9%) have registered for the service whilst 35.8% have not registered and 4.3% don't know<sup>3</sup>. We would observe that 18.0% of tenants who were not recorded by the Association as having registered with 'My Home' claimed during the survey to have registered for the service.

As illustrated in figure 11, registration is highest amongst tenants aged 16 to 44 e.g. 76.0% of tenants who are aware of the service have registered compared to 18.2% of tenants aged 75 plus.

Figure 11 – My Home registration (base 169)

*Q- Have you registered for your 'My Home' account yet?*



<sup>3</sup> 60.1% of those who are aware of the service equals 38.5% of all tenants surveyed.

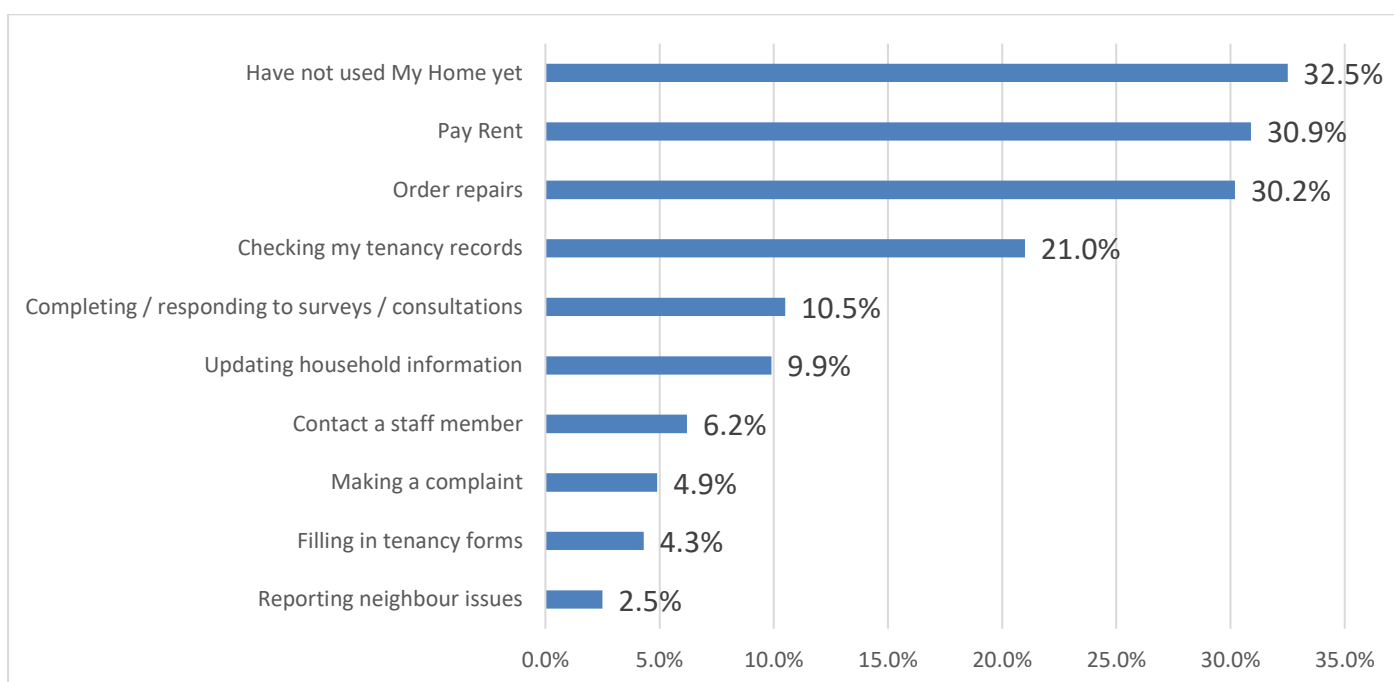
## Registration and tasks

For tenants who have registered with 'My Home', most complete this process by themselves (79.2%), whilst 15.5% had assistance from a member of Association staff. Approx. five percent (4.8%) had help from a family member to register.

Overall, amongst those tenants registering with 'My Home', 67.5% have used one or more of the associated services whilst approx. one third of tenants (32.5%) have not yet used 'My Home' despite registering. As illustrated in figure twelve, 30.9% of registered tenants have used the service to pay rent and 30.2% to order repairs. Approx. one in five tenants (21.2%) have used 'My Home' to check their tenancy records.

Figure 12 – My Home services used (base 169)

Q- Which tasks if any have you carried out using 'My Home'?



Analysis of tenant use of 'My Home' by age indicates that usage declines as a tenant's age increases for example 70.6% of registered tenants aged 16 to 34 have used the service compared to 50.0% of registered tenants who are aged 75 plus (table 10).

Table 10 – Awareness, registration and use of 'My Home' by age (base varied-see table)

Age band	% heard of service (439)	% registered (282)	% using service (169)
16 to 34	81.8%	70.8%	<b>70.6%</b>
35 to 44	76.9%	76.0%	<b>68.4%</b>
45 to 54	70.8%	61.3%	<b>65.8%</b>
55 to 64	58.4%	51.1%	<b>65.2%</b>
65 to 74	50.0%	41.5%	<b>64.7%</b>
75 plus	36.7%	18.2%	<b>50.0%</b>
All tenants	65.4%	59.9%	<b>67.5%</b>



### Ease of using 'My Home'

Tenants who had registered with and used 'My Home' were asked if they found it easy or difficult to use the service. Excluding those who have registered but not used the service yet but including those that have registered but only browsed the service (143 tenants in total), table 11 shows that 93.0% of tenants find the system easy to use whilst 2.1% say it is difficult.

Table 11 –Ease of use (base 143)

*Q- Did you find it easy or difficult to use 'My Home'?*

<u>Very easy</u>	<u>Fairly easy</u>	<u>Neither-nor</u>	<u>Fairly difficult</u>
63.6%	29.4%	4.9%	2.1%

### Registered non-users

As set out in table 10, 67.5% of tenants have registered with and used the 'My Home' service, which means that 32.5% have registered with 'My Home' but have not used services such as booking repairs etc. Amongst these non-users, 47.3% appear not to have used the service at all whilst 52.7% have only browsed or looked over the service.

Analysis of registered non-users indicates that difficulties using the service do not appear to be a significant barrier. For example, on the question of the ease of use of 'My Home', analysis of those 'non-users' who have browsed or otherwise looked at the service indicates that the service is seen as easy to use i.e. 82.7% of these tenants say the service is easy to use. Approx. one in ten of these 'non-users' said that 'My Home' was neither easy nor difficult to use (13,7%) whilst 3.4% (1 tenant) said the service was difficult to use. On the basis of these figures it would seem that 'ease of use' is not a significant barrier to tenants who might want to use 'My Home'. More important in this regard may be demographic features i.e. the profile of a 'typical registered non-user' of 'My Home' is a tenant who is aged 65 plus, especially couples of this age, and tenants who live in West Fife.

### Other services

All tenants who had registered for 'My Home' were asked if there were any additional services that they would like to access using the 'My Home' service. Most tenants did not have any suggestions for this question but four mentioned possible additions i.e.

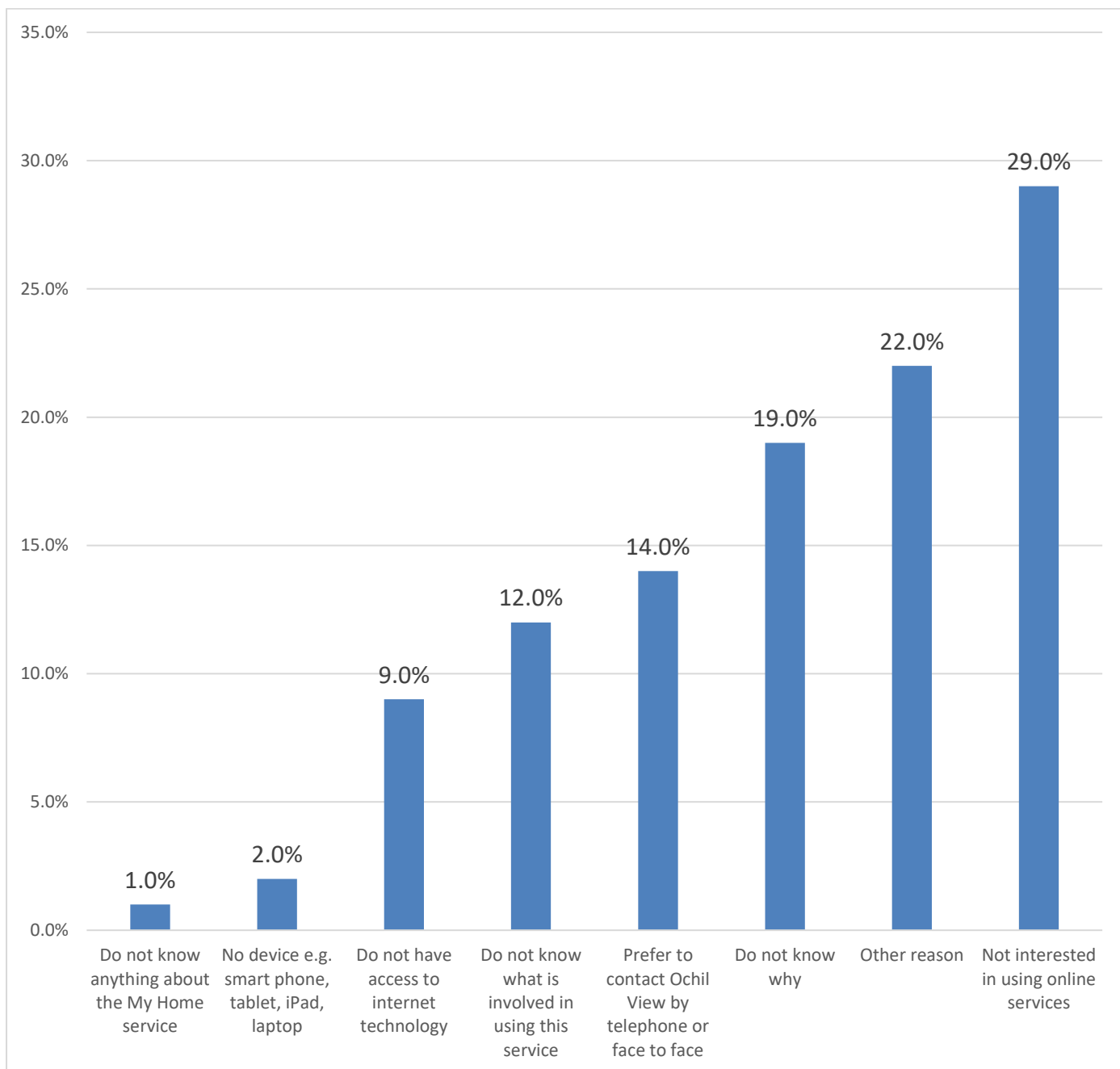
- ✓ 'I think you could have a one to one conversation service'.
- ✓ (Uplifts) 'I thought I could organised a rubbish uplift via this portal but since realised I can't'.
- ✓ 'Live chat with office and housing staff'.
- ✓ 'Maybe to report a neighbour anonymously'.

### Non-registrations

As referenced in table ten, 35.6% of tenants have heard of 'My Home' but not registered for the service yet (4.5% don't know if they have registered or not). Amongst the 35.6% of aware tenants that have not registered, most (29.0%) said this was because they were not interested in using online services, 22.0% gave another reason (see figure 13), and 19.0% do not know why they have not registered despite being aware of the service.

Figure 13 – Non-registration of ‘My Home’ account (base 100)

Q- Why have you not registered your ‘My Home’ account yet?



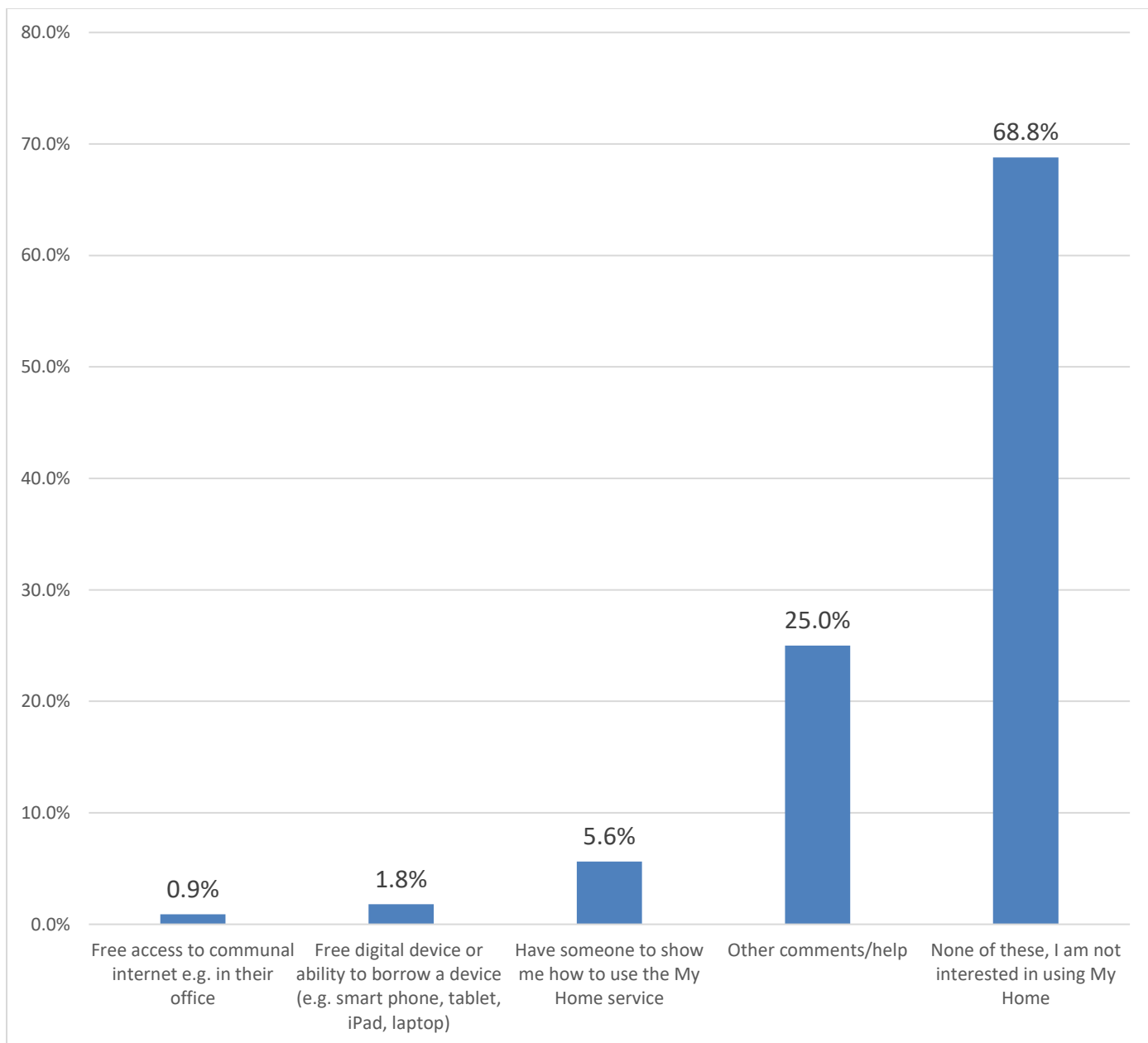
The other reasons for tenants not to register with ‘My Home’ are varied and include being too busy to register and being quite satisfied with using the telephone to contact Ochil View Housing.

Encouraging registration

Tenants who had not, or did not know, if they had registered for ‘My Home’ but who were aware of the service were asked if there was anything that their landlord could do to help or encourage them to register. The results for this question are shown in figure 14 and indicate that most of these tenants (68.8%) have not registered because they are not interested in using the service (this percentage equates to 27.3% of tenants who are aware of the service currently).

Figure 14 – Help to register a ‘My Home’ account (base 113 – not registered and don’t know why)

Q- Is there anything that Ochil View Housing could do to help or encourage you register with their My Home digital service?



Internet access

Figure 15 shows that more than eight in ten tenants (83.3%) have Internet access but that access varies considerably by age.

Figure 16 considers Internet access and its link to ‘My Home’. Considering the information set out in figure 17, we can see that on the measure of being aware of ‘My Home’, 75.4% of tenants who have personal Internet access are aware of this service which contrasts with 15.7% awareness for tenants that do not have Internet access. As illustrated, most tenants that do not have Internet access have also not heard of ‘My Home’ (84.3%)

Figure 15 – Internet access (base 439)

Q- Do you have personal access to the Internet?

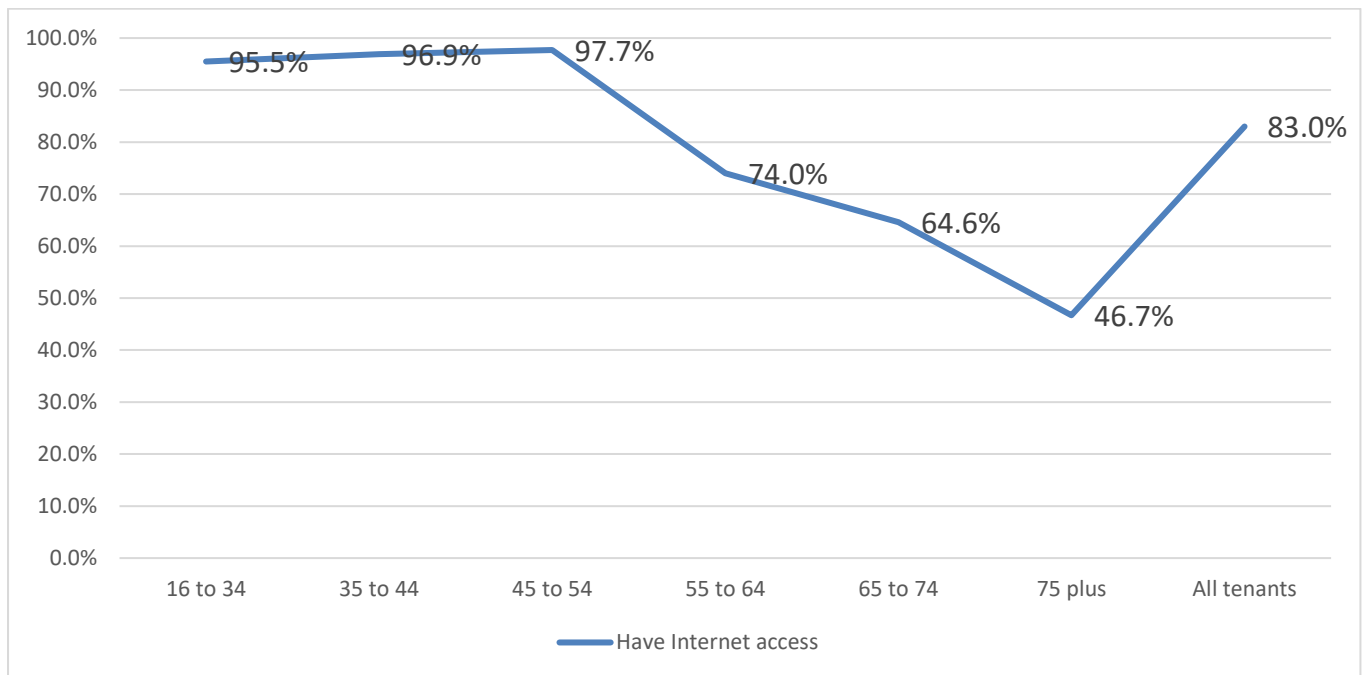
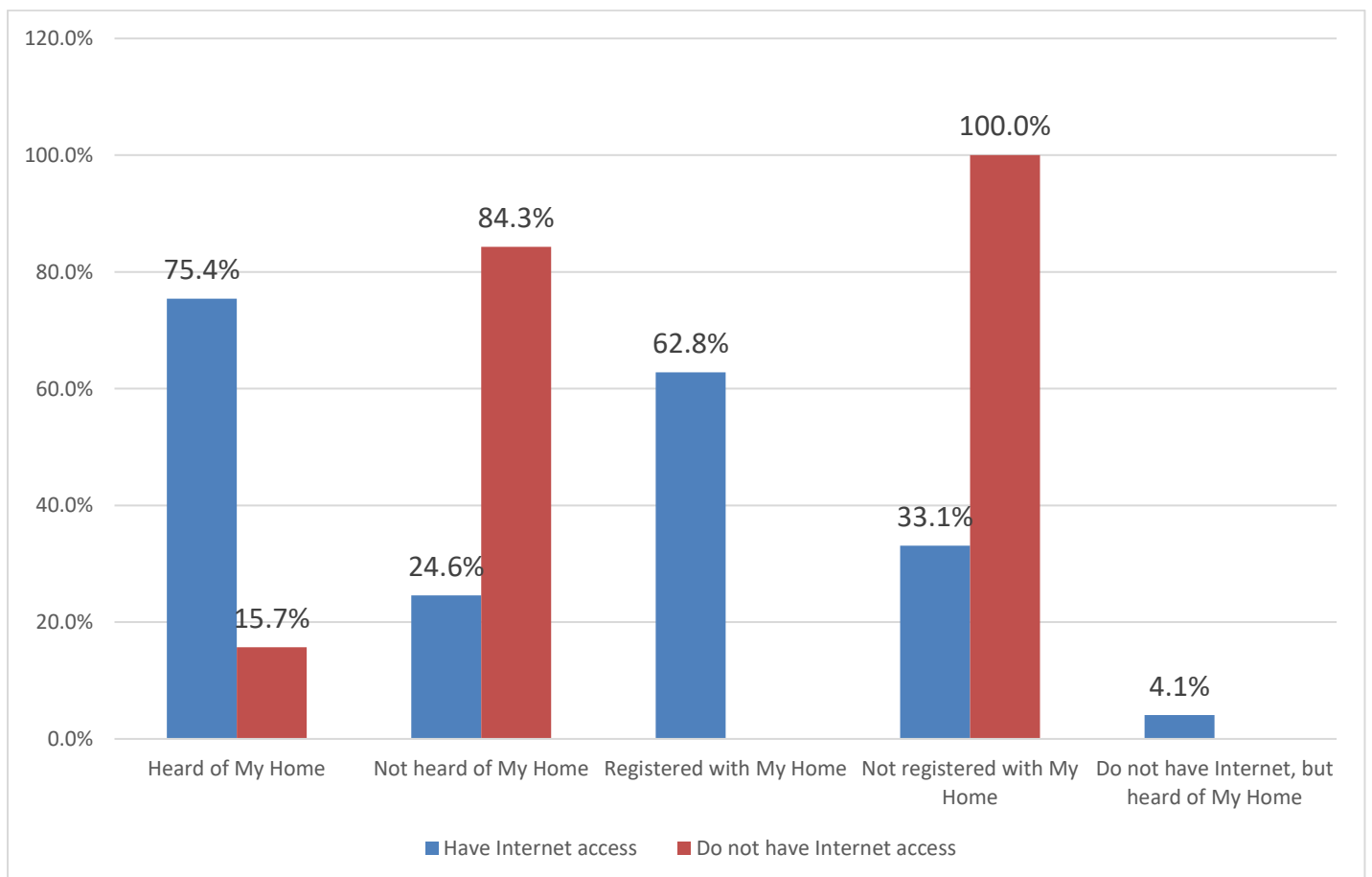


Figure 16 – My Home and Internet access (base 439)

Q- Personal access to the Internet and My Home?



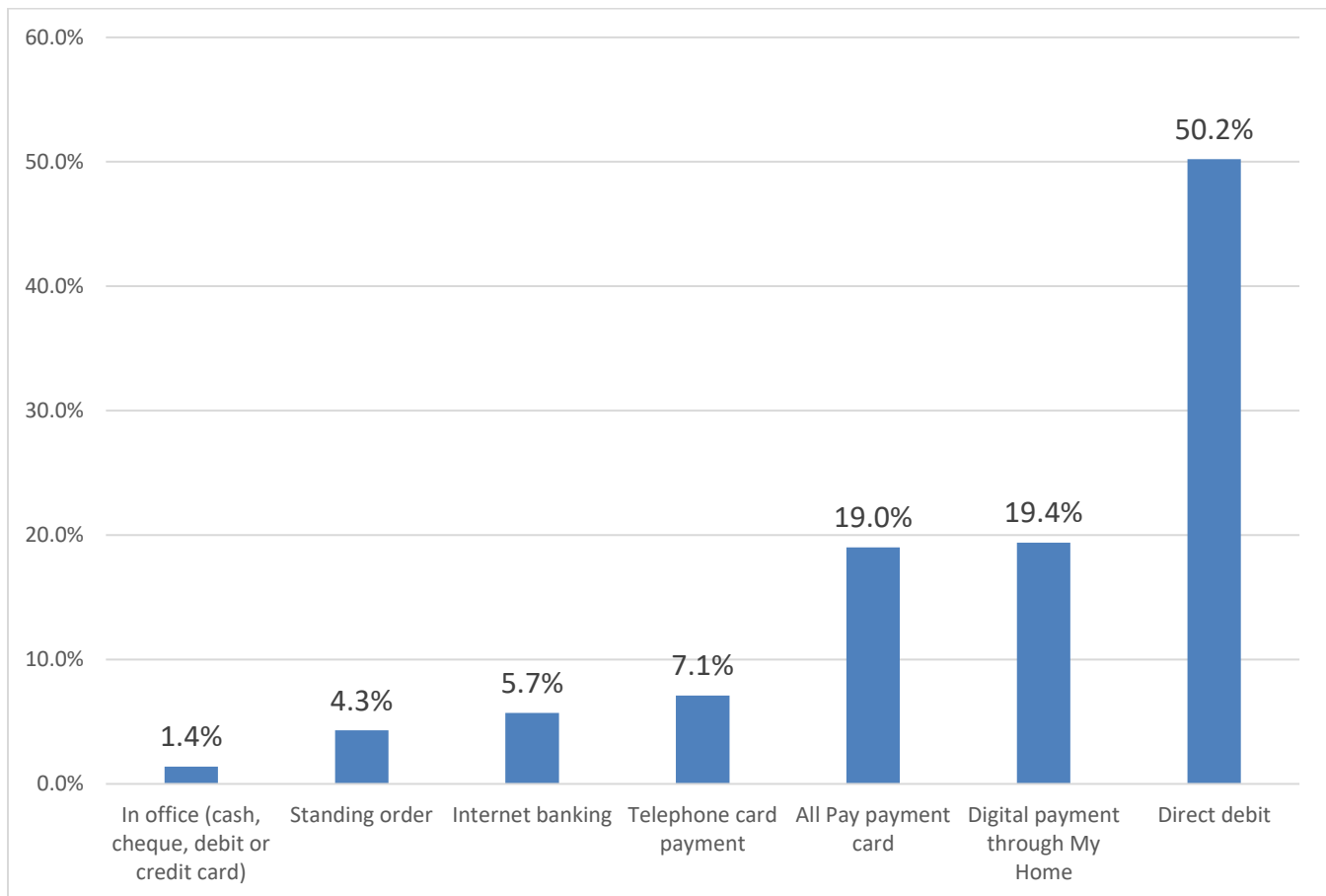
## Rent payment methods

Just over half of tenants (53.6%) make some form of rent payment to Ochil View (46.4% did not).

Figure 17 illustrates that most tenants who make a rent payment (50.2%) do so using direct debit, whilst approx. 19.0% use either 'My Home' or an 'All Payment Card'.

Figure 17 – Rent payment methods (base 399)<sup>4</sup>.

Q- How do you currently pay your rent?



<sup>4</sup> 9.1% (40 tenants) did not answer this question