

Tenant Satisfaction Survey 2016

Final Survey Report

OCHIL VIEW HOUSING ASSOCIATION

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TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2016

<u>ARC indicator number</u>	<u>Measure</u>	<u>% tenants very and fairly satisfied 2016 (postal survey)</u>	<u>% tenants very and fairly satisfied 2013 (postal survey)</u>	<u>Scottish RSL average 2014-15 (source ARC data – mixed methods)</u>
Indicator 1	Satisfaction with Ochil View Housing Association's overall service	87%	91%	88%
Indicator 16	Satisfaction with repairs service	84%	87%	91%
Indicator 10	Satisfaction with quality of home	81%	80%	87%
Indicator 9	Satisfaction with re-let standard of home ¹	-	-	90%
Indicator 29	Rating of rent as very good or fairly good value for money	70%	74%	76%
Indicator 17	Satisfaction with management of neighbourhood by Ochil View Housing Association	76%	79%	85%
Indicator 3	Satisfaction with being kept informed about services and decision	85%	86%	90%
Indicator 6	Satisfaction with opportunities to participate in decision making	72%	79%	80%

¹ No data on this indicator was collected during either the 2016 or 2013 surveys

Executive Summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Ochil View Housing Association (OVHA) using a self-completion questionnaire. The survey was administered by post and Internet to all tenants during May and June 2016. By the end of the survey period, a total of 367 OVHA tenants had returned a questionnaire comprising 27% of all tenants.

Overall satisfaction

- Taking everything into account, 87% of OVHA tenants are satisfied with services overall in 2016 whilst 5% are dissatisfied. In 2013, 91% of tenants were satisfied overall, whilst the RSL average (2015) for overall satisfaction was 88%.
- Overall tenant satisfaction in 2016 varies by location with a low of 78% satisfied in Tullibody New Build (NB) rising to a high of 89% in Sauchie. Tenants living in Tullibody NB are more likely than tenants in other areas to say they are neither satisfied nor dissatisfied with services (16% compared to 7% on average). These results for Tullibody NB suggest that there may be a need to further investigate any issues arising in this location.
- In general, larger households tend to be less satisfied with services overall when compared to smaller households.

Housing quality

- Most tenants (81%) are satisfied with housing quality (9% are dissatisfied). The 2016 figures for satisfaction are slightly better than 2013 (80% satisfied) but somewhat behind the RSL average (87%).
- Housing quality satisfaction is variable according to where the tenant lives e.g. in Tullibody NB, 75% of tenants are satisfied with housing quality which contrasts with a figure of 91% for those living in Sauchie. It may also be worthy of note that 16% of tenants in Tullibody NB were neither satisfied nor dissatisfied with the quality of their housing.
- Tenants' economic and household status is also associated with housing quality with those who are least satisfied likely to be employed (72% satisfied) and living with children at home (76%). These figures contrast with the views of retired tenants where 91% are satisfied with housing quality.
- Two thirds of tenants say that they can easily afford to heat their home whilst 25% disagree. Three quarters of tenants also say they find it easy to heat their home. In general, tenants living in non-traditional stock (as opposed to traditional stock) are less likely to say they find it easy or affordable to heat their homes.
- Tenants' aspirations for the inside/outside of their home, as well as common areas are wide ranging but focused on improving: garden fencing; parking; kitchens; doors; gutters/pipework and gardens.
- One in four tenants has received a home improvement in the last year and on average, 79% of these tenants are satisfied with the improvement (80% in 2013) whilst 8% were dissatisfied. In 2016, tenants are most satisfied with the quality of improvement work done in (89% satisfied) and least satisfied with 'snagging' (67%), although the proportion for this aspect of the service may be influenced by the high proportion of 'don't know' replies for this item.

- Eighty nine percent (89%) of tenants receiving an aid or adaptation in the last year has been satisfied with this service which compares with 81% satisfied in 2013.

Repairs service

- Most tenants (84%) are satisfied with the repairs service (last year only) whilst 8% are dissatisfied. In 2013, 87% of tenants were satisfied on this measure while the RSL average for repairs satisfaction is 91%.
- The most satisfied location in terms of the repairs service is Tullibody LSVT (87% satisfied) whilst the least satisfied is High Valleyfield (79%).
- Cleanliness and worker attitude are the most satisfactory elements of the repairs service (both achieving a 90% satisfaction rating) whilst the least satisfactory elements are time frames (83%) and repair quality (84%).
- Tenants were invited to suggest any improvements to the service (15% did make a suggestion) and the main proposals put forward were: reducing the time frame to begin a repair; better quality repairs and better communications between the tenant, OVHA and the contractor.

Participation and information

- On the measure of participating in OVHA's decisions, 72% of tenants are satisfied (79% in 2013), whilst (in 2016), 26% responded neither satisfied nor dissatisfied which may suggest some lack of awareness of participation opportunities. On the basis of location, tenants living in Tullibody NB are the least satisfied with participation (64% satisfied) whilst the most satisfied tenants are those living in Sauchie (80%).
- Four in ten tenants (45%) are aware of the work of the management committee (43% in 2013). Awareness is lowest in Tullibody LSVT (37% aware) and highest in Sauchie (54%).
- Eighty five percent (85%) of tenants are satisfied with how they are kept informed by OVHA (86% in 2013).

Contact and complaints

- Thinking back to their last contact with OVHA, 86% of tenants on average are satisfied with the contact process (87% in 2013). In 2016, tenants express their highest level of satisfaction with 'staff helpfulness' (93% satisfied on this measure), and their lowest level of satisfaction with 'call backs' (75% satisfied).
- Considering the range of tenant communication methods employed by OVHA, tenants are generally satisfied with services such as text messaging (70% are satisfied with this tool), but a large proportion seem not to use or perhaps be aware of other communication tools such as the Facebook page, website or e-mail communications e.g. 63% of tenants have no opinion on their level of satisfaction with e-mail services.
- Tenants' main preferred means for 'following' or exchanging views with Ochil View is e-mail alerts (22% are interested in this tool) whilst 5% would be interested in accessing information using a Twitter feed.
- Sixty nine percent (69%) of tenants access the Internet using a range of e-based tools (compares with 54% of tenants having Internet access in 2013).
- Three quarters of tenants (72%) are satisfied with the OVHA website (same levels as 2013) whilst 25% responded neither satisfied nor dissatisfied.

- Fifty seven tenants (14%) said that they had complained to OVHA about its services during the last year (11% in 2013). On average, 61% of tenants are satisfied, 23% are neither satisfied nor dissatisfied, and 23% are dissatisfied with how their complaint was handled.
- In relation to the Scottish Housing Regulator tools, 34% of OVHA tenants are aware of the Landlord Report, 32% are aware of the Charter, and 26% are aware of the National Tenants Panel.

Neighbourhoods

- Seventy six percent (76%) of tenants are satisfied with the management of their neighbourhood by OVHA (10% are dissatisfied). The satisfaction level in 2016 is slightly behind the figure for 2013 (79% satisfied) and is also lower than the RSL average (85%).
- As with other items reported in this survey, satisfaction on this measure is variable by location ranging from a low of 70% satisfied in Tullibody NB to a high of 87% satisfied in High Valleyfield. Note that in Tullibody NB, 24% of tenants are also dissatisfied with neighbourhood management.
- The main neighbourhood problems affecting all OVHA stock areas are: parking (41% of tenants say this is a problem in their area); dog fouling (29%); fly tipping/litter (21%) and noisy neighbours (19%). The most significant neighbourhood problems in each main location are:
 - Tullibody NB – parking (63%), dog fouling (31%) and drug/alcohol abuse/selling (25%)
 - Tullibody LSVT - parking (56%), dog fouling (37%) and litter/fly tipping (23%)
 - Sauchie - parking (49%) and noisy neighbours (27%)
 - Alloa – misuse of bins (30%), noisy neighbours (25%) and parking (24%)
 - Other areas - parking (28%), dog fouling (23%) and misuse of bins (24%)
 - High Valleyfield - dog fouling (32%), parking (28%) and litter/fly tipping (24%).

Rent value

- Seventy percent (70%) of tenants rate value for money of rents as good in 2016; 9% say rent value is poor and 21% answered neither good nor poor value. In 2013, 74% rated rent as good value whilst the RSL average is 76%.
- Tenants' rating of value for money varies by economic and household status i.e. approx. 60% of employed tenants, households with children and those paying full rent agree that rent is good value which compares with 79% of retired tenants saying rent is good value.
- In terms of location, 56% of tenants living in Tullibody NB rate value for money as good which contrasts with 81% of tenants living in Sauchie saying good value.
- Just over half of tenants (52%) agree that the rent they pay is affordable whilst 17% disagree. Tenants in receipt of full housing benefit/universal credit are the most likely to say that their rent is affordable (60% say rent is affordable), whilst the least likely tenants to agree on this measure are those paying full rent (42% say rent is affordable whilst 25% disagree).

Observations

We observe the following as possible areas for further investigation:

- The repairs service, particularly tenants' perceptions on the time taken before a repair is started, repair quality, and communication between tenants, contractors and the office. Also worthy of further investigation is the relatively low level of repair service satisfaction in High Valleyfield and Alloa when compared to other settlements.
- Parking, which is a particular issue for tenants living in Tullibody but appears to affect most locations as a problem item. Similarly, problems with dog fouling are a concern for several areas, along with fly tipping and noisy neighbours.
- Tullibody NB, which scores significantly less positively than other areas across a number of survey items and is generally providing the poorest level of tenant feedback.
- Rent affordability, with less than half of working tenants (44%) agreeing that rent is affordable and a further 25% saying that rent is unaffordable.
- Satisfaction with participation has declined (from 79% to 72% in 2016) but it is also the case that the proportion of tenants who seem unclear on this question (i.e. responded 'neither-nor') has also increased from 17% in 2013 to 26% today.
- Tenants have aspirations to improve 5 key elements of their housing provision namely: garden fences, parking, kitchens, doors (likely to include door entry systems), gutters/pipework and tenants' gardens.
- Most tenants are satisfied with their last contact with OVHA however, calling tenants back following an enquiry could be an area for improvement i.e. 75% of tenants are satisfied on this measure compared to 86% satisfaction with contact overall.

Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Ochil View Housing Association (OVHA) using a self-completion questionnaire. The survey was administered by post and Internet to all tenants during May and June 2016. By the end of the survey period, a total of 367 OVHA tenants had returned a questionnaire comprising 27% of all tenants.

Survey Responses

A profile of the main characteristics of the survey responses is presented below, beginning with town (table B). Table B illustrates the proportion of all responses to the survey (% all surveys) that came from each OVHA town. For example, across 367 survey returns, 32.2% were supplied by tenants living in Alloa, 1.4% by tenants living in Alva etc. Comparing the survey sample (table B) with OVHA data for all stock indicates that all towns and settlements are represented in the survey responses.

Table B – Survey sample by town (base 367)

<u>Town</u>	<u>% all surveys</u>	<u>Town</u>	<u>% all surveys</u>
Alloa	32.2%	Newmills	1.1%
Alva	1.4%	Oakley	4.6%
Blairhall	2.5%	Sauchie	10.1%
Cambus	0.8%	Tillicoultry	4.1%
Dollar	1.9%	Tullibody LSVT	22.1%
Fishcross	0.3%	Tullibody NB	8.7%
High Valleyfield	6.8%	No data (location removed by tenant)	0.5%
Menstrie	3.0%	Count	367

Table C illustrates the profile of survey responses by property type and shows for example that 6% of all returns were supplied by tenants living in bungalows whilst 45% of returns comprised tenants living in a flat.

Table C – Survey sample by property type (base 367)

<u>Property type</u>	<u>% all surveys</u>	<u>Property type</u>	<u>% all surveys</u>
Bungalow	6%	Maisonette Flat	1%
Cottage Flat	10%	Wheelchair Bungalow	4%
Flat	45%	No data	1%
Four In A Block	4%	Count	367
House	30%		

Table D shows the tenant age groups that completed the survey and illustrates for example that 11% of those responding to the survey were aged 25 to 34 years.

Table D – Survey sample by age group (base 367)

<u>Age band</u>	<u>% all surveys</u>	<u>Age band</u>	<u>% all surveys</u>	<u>Age band</u>	<u>% all surveys</u>
16 to 24	1%	45 to 54	19%	75 plus	11%
25 to 34	11%	55 to 64	22%	Rather not say	1%
35 to 44	10%	65 to 74	26%		

Table E illustrates the break-down of survey responses by household size. This shows a wide range of household types for example, 18% of all surveyed households comprised one adult under 60 years of age, 29% comprised one adult aged 60 and over etc. Households containing children represent approx. 21% of all OVHA households.

Table E –Survey sample by household size/composition (base 367)

<u>Household size</u>	<u>% all surveys</u>	<u>Household size</u>	<u>% all surveys</u>
One adult aged under 60	18%	One adult with children	10%
One adult aged 60 and over	29%	Two or more adults with children	11%
Two adults under 60	8%	Three or more adults (no children)	5%
Two adults at least one aged 60 and over	16%	Rather not say/declined	3%

Ethnic origin

Most tenants surveyed were white, with 88% declaring themselves to be ‘White Scottish’, and 6% saying they were ‘White British’. Four percent (4%) of those surveyed said they were ‘White Polish’. Two percent (2%) of respondents comprised another ethnic background i.e. Irish, Pakistani, African, or another white background.

Disability

Approx. four in ten tenants (44%) said that a member of their household had a long term illness, or health problem that limited their daily activities; 49% disagreed that this was the case; 7% declined to answer.

Economic status

As highlighted in table F, 31% of survey respondents were in employment, 15% were unable to work and nearly one in four (38%) were retired.

Table F –Survey sample by economic status (base 367)

<u>Economic status</u>	<u>% all surveys</u>	<u>Economic status</u>	<u>% all surveys</u>
Working full time or part time	31%	Unable to work	15%
Retired	38%	Carer or not seeking work	4%
Job seeker	5%	Other e.g. student or declined to say	6%

Assistance with housing costs

Thirty six percent (36%) of tenants were in receipt of full housing benefit/universal credit whilst 24% received part benefit. Four in ten tenants (40%) received no housing benefit.

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 367 questionnaires, and assuming an available tenant population of approx. 1337, the margin of error for the data quoted in this report is +-4% which is within the target margin of error set by the Scottish Housing Regulator (being +-5%).

Weighting

We would note that whilst the survey responses comprised representation from each of OVHA's settlements, the proportion of responses was different in some areas when compared to the total stock profile e.g. in Alloa, 32% of all survey responses came from this town contrasted with 28% of all OVHA stock which is located here. On this basis, the results from Alloa tenants could be said to be over-represented within the total survey results. To address this type of issue we have weighted the survey results set out in this report (on the basis of tenant location) so that they more closely reflect the stock profile on this measure. Note however, that when specifically reporting the survey results for individual towns and villages, unweighted results are used.

Report layout

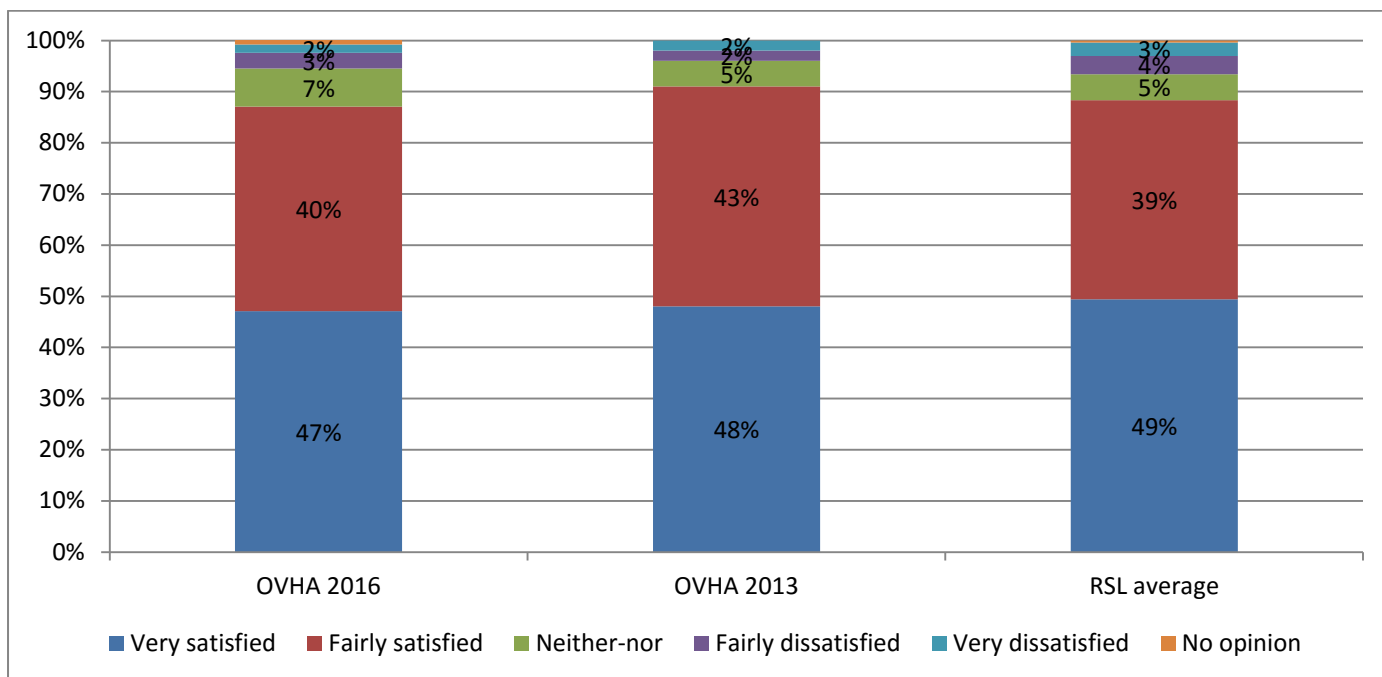
This report initially sets out the Scottish Social Housing Charter (Annual Return on the Charter-ARC) survey feedback and then presents data for the other questions that were posed in the survey. For each question, figures are provided alongside the relevant commentary. The tenant questionnaire contained a number of follow on questions where the respondent was asked to comment on a service. As the comments made by tenants could be quite extensive, we have only referred to the principal items in the body of the report, but have listed the full comments in the annexes. Throughout the report we have made comparisons where possible with OVHA's 2013 tenant satisfaction survey and with the RSL averages reported in the 2014-15 ARC submissions.

Overall Tenant Satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by Ochil View Housing Association (OVHA) and illustrates that 87% of tenants are satisfied in 2016. The comparable OVHA satisfaction figure for 2013 was 91%. Amongst all RSLs submitting data to the Annual Return on the Charter (ARC) for 2014-15, the average satisfaction level recorded was 88%. On comparative basis therefore, OVHA is performing similarly to the sector as a whole (minus 1% point) but is a little behind (4% points) the results for 2013.

Figure 1 –Satisfaction with the overall service provided by OVHA (base 367 weighted)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Ochil View Housing Association?



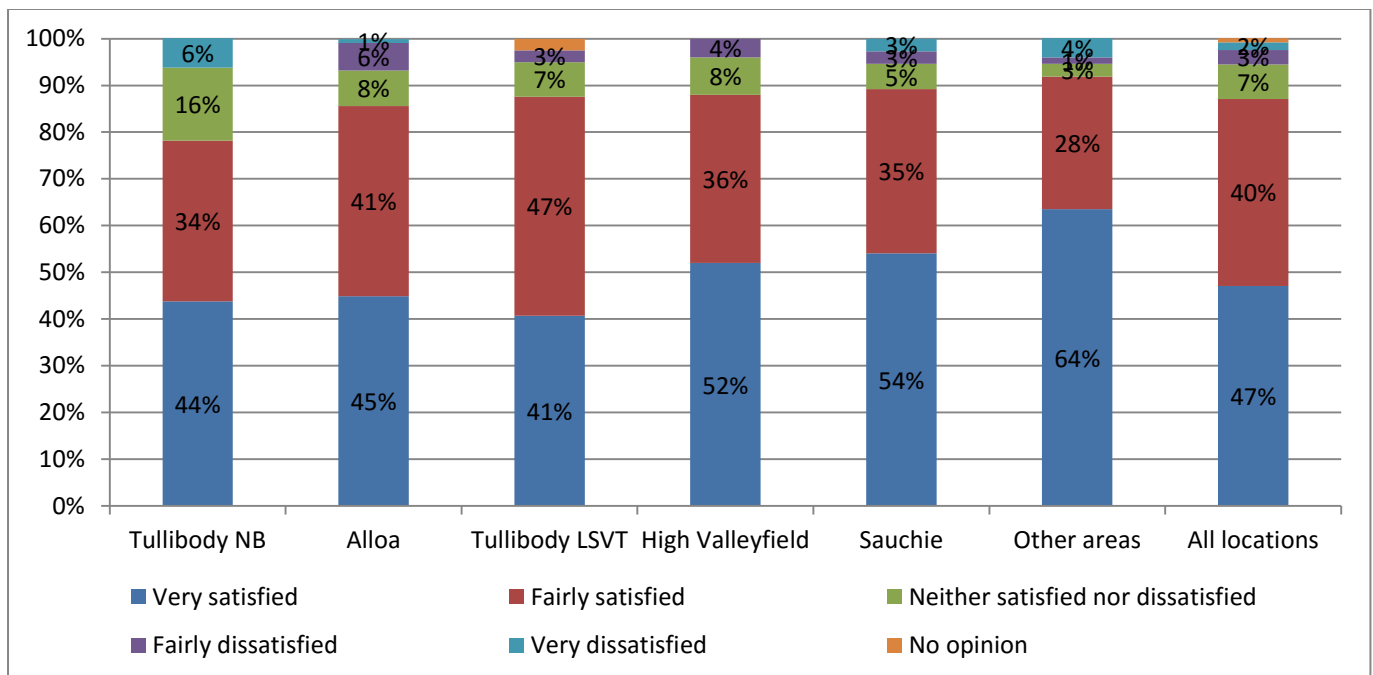
Overall satisfaction by location

Analysis of the responses for overall satisfaction by key location (figure 2) illustrates that tenants living in Tullibody New Build (Tullibody NB) (78% satisfied) and those living in Alloa (86%) are somewhat less satisfied than the average (87%). The most satisfied tenants overall are those living in Sauchie (89% satisfied) and 'Other areas' (92%).

As illustrated in figure 1, overall tenant dissatisfaction with services is 5%. At the level of key location, tenants living in Tullibody NB (6% dissatisfied), and Alloa (7%) are somewhat more likely to be dissatisfied than the remaining locations. Although the individual sample sizes for 'Other areas' is small and therefore these results should be treated with caution, analysis shows the following breakdown for overall satisfaction by individual 'Other area' settlement: Cambus, Dollar, Fishcross, Newmills and Oakley (all 100% satisfied); Tillicoultry (93%); Blairhall (89%); Menstrie (82%) and Alva (80%).

Figure 2 –Satisfaction with the service provided by OVHA by key locations² (base 367 unweighted)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Ochil View Housing Association?

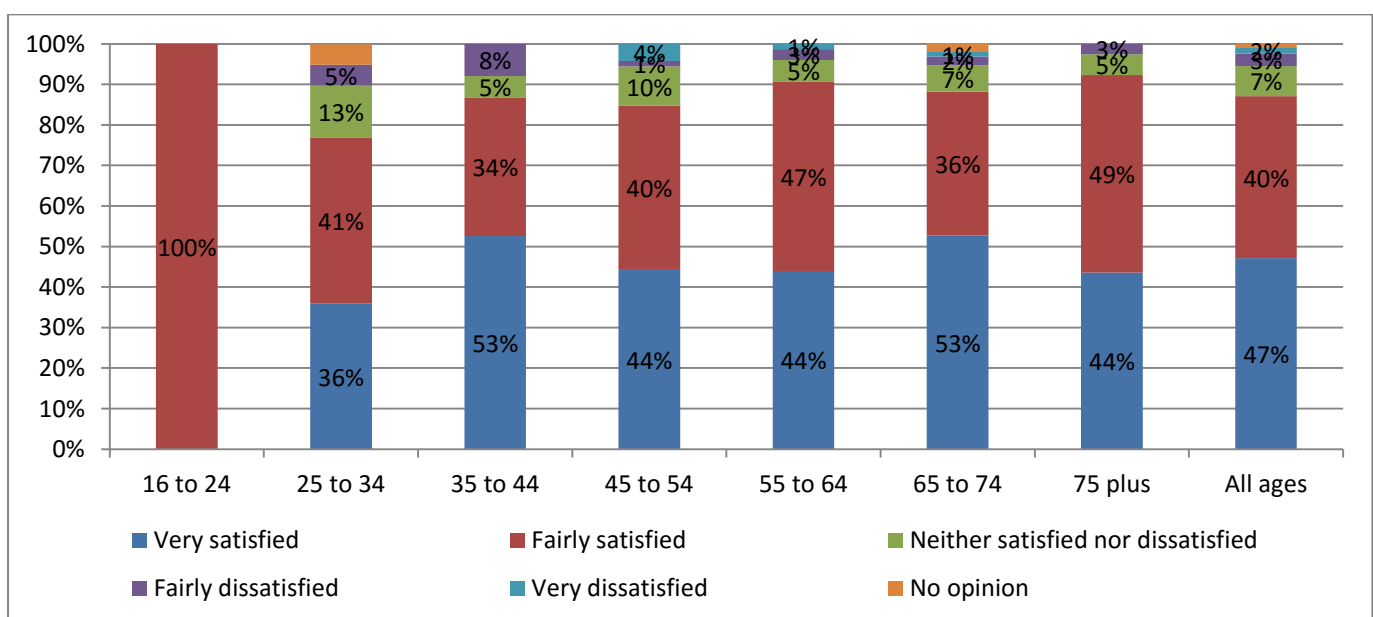


Overall satisfaction by age

Figure 3 illustrates overall satisfaction by age of tenant and reveals a fairly standard pattern with older tenants aged 65 plus more likely to be satisfied than younger tenants e.g. 93% of tenants aged 75 plus are satisfied overall contrasted with 77% of tenants aged 25 to 34.

Figure 3 –Satisfaction with the service provided by OVHA by age of tenant (base 367 weighted)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Ochil View Housing Association?



² Other areas- Alva, Blairhall, Cambus, Dollar, Fishcross, Menstrie, Newmills, Oakley and Tillicoultry

Overall satisfaction by household type

Satisfaction with services by household type is set out in figure 4 and highlights some degree of variation i.e. larger households (comprising three or more adults or three or more adults with children) tend to be less satisfied than smaller households. By way of example, 80% of households containing 3 or more adults with children are satisfied overall compared to 89% of single parent households.

Figure 4 –Satisfaction with the service provided by OVHA by household type (base 367 weighted)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Ochil View Housing Association?

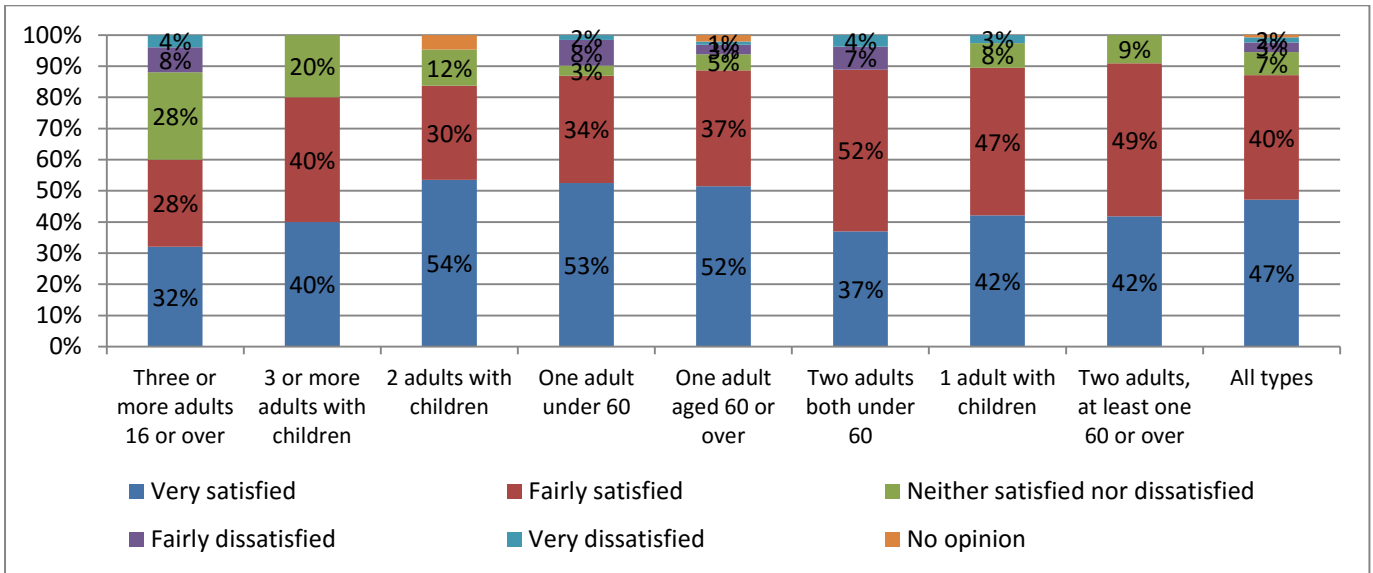
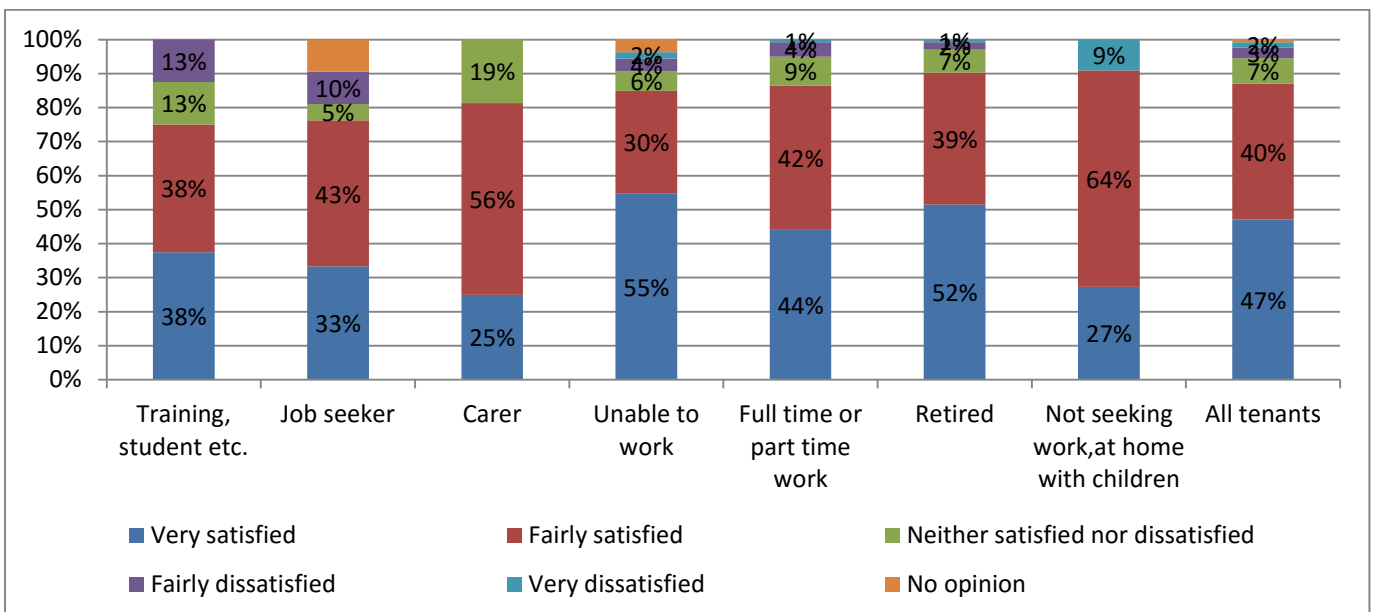


Figure 5 compares levels of tenant satisfaction by economic status and shows that the most satisfied tenants are those who are retired or not seeking work (both 91% satisfied), whilst the least satisfied are students/those in training (76% satisfied) and job seekers (76%).

Figure 5 –Satisfaction with the service provided by OVHA by economic status (base 367 weighted)

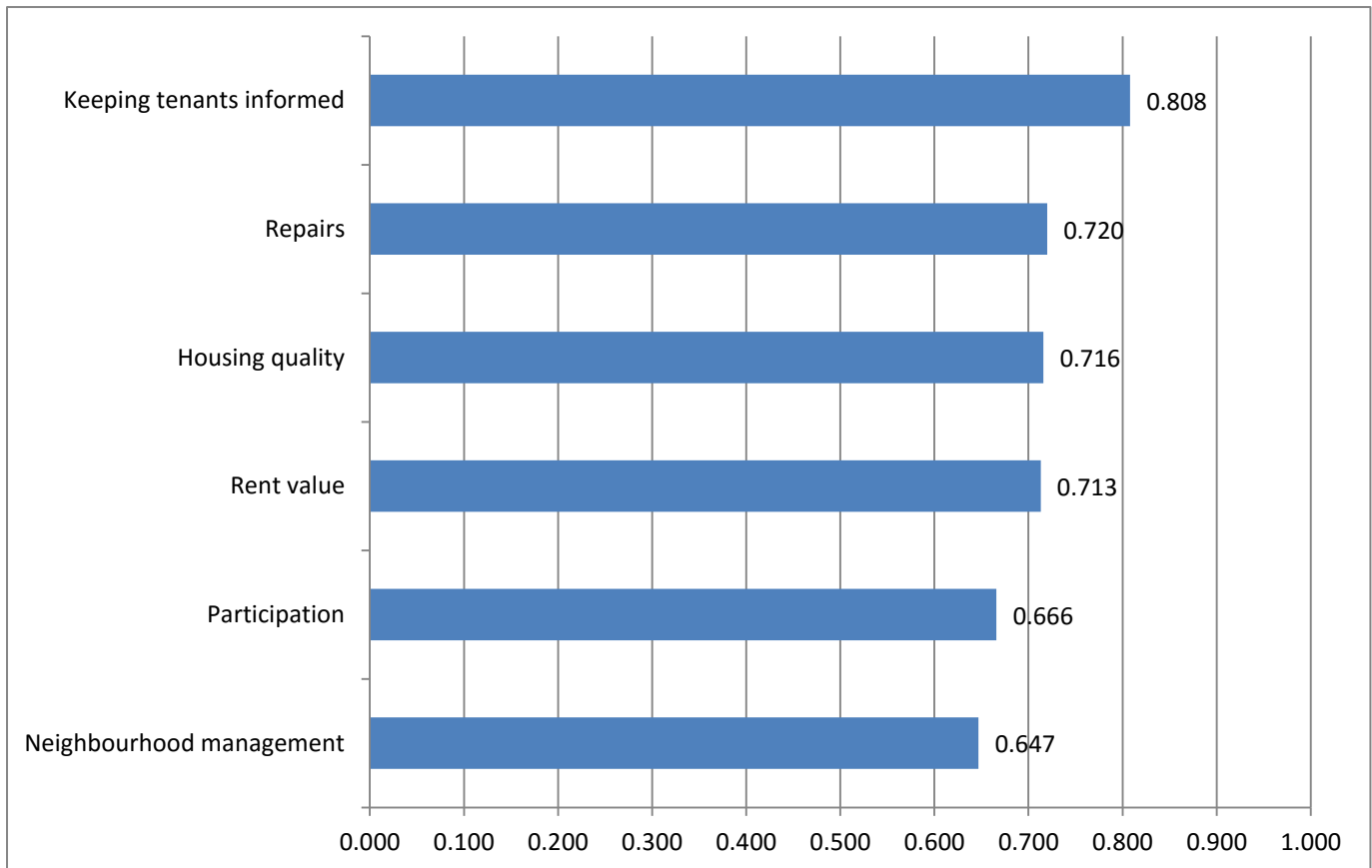
Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Ochil View Housing Association?



Drivers of overall satisfaction

In figure 6 we set out the service areas that appear to be most closely associated with satisfaction using statistical analysis based on correlation techniques³. This illustrates that the three service elements that are most closely associated with overall satisfaction are keeping tenants informed (0.808), repairs (0.720) and housing quality (0.716).

Figure 6 – Key services and their degree of association with overall satisfaction (base 367 weighted)



Improving the housing service

Eighty six tenants (23%) made one or more comments in relation to the overall housing service that represented complaints about the service or potential improvements.

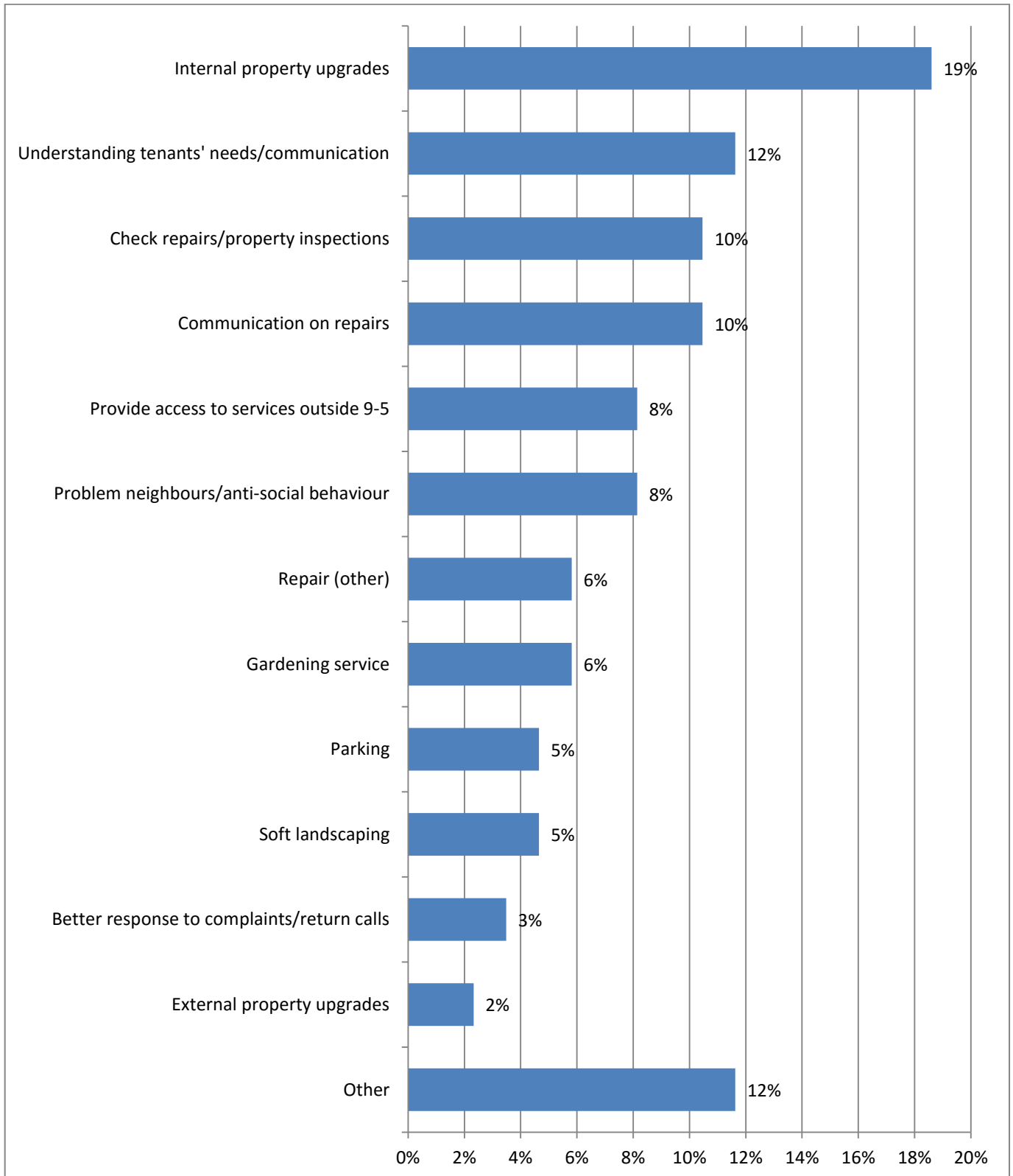
The detailed comments made by tenants are shown in annex 1 by town. We have summarised the comments that tenants made in figure 7. As illustrated, several of these comments related to the repair service e.g. checking tenants satisfaction with repairs (10%), communication on repairs (10%), and other aspects of the repairs service (6%). The most frequently mentioned change or improvement area referred to by tenants is providing internal property upgrades e.g.:

- *'The windows are very bad in the living room'* (Alloa tenant)
- *'I would like my heating system changes'* (Alloa tenant)
- *'My windows throughout are a disgrace'* (Blairhall tenant)
- *'I feel the houses could be improved-plastered, new skirting...'* (Tullibody LSVT tenant).

³ Correlation with overall satisfaction does not imply causal effect

Figure 7 – Areas for improvement in the overall service provided by OVHA (base 86 tenants)

Q- What would you like to be able to change or improve about the service you receive from Ochil View?



Housing Quality Satisfaction

Overall tenant satisfaction with the quality of housing is set out in figure 8 and reveals that 81% of tenants are satisfied with their home whilst 9% are dissatisfied in 2016. The current year figures for this measure are similar to those found during the 2013 survey (80% satisfied), although in 2016, more tenants are now likely to say they are 'very satisfied' with housing quality. Compared with the RSL average (87% satisfied), OVHA's housing quality satisfaction is a little behind the 'norm'. Figure 9 sets out the results for housing quality satisfaction by key location and highlights lower than average satisfaction for tenants living in Tullibody NB (75% satisfied) and Alloa (78%) and higher satisfaction amongst those living in High Valleyfield (88%) and Sauchie (94%).

Figure 8 –Satisfaction with housing quality overall (base 367 weighted)

Q- Overall, how satisfied or dissatisfied are you with the quality of your home?

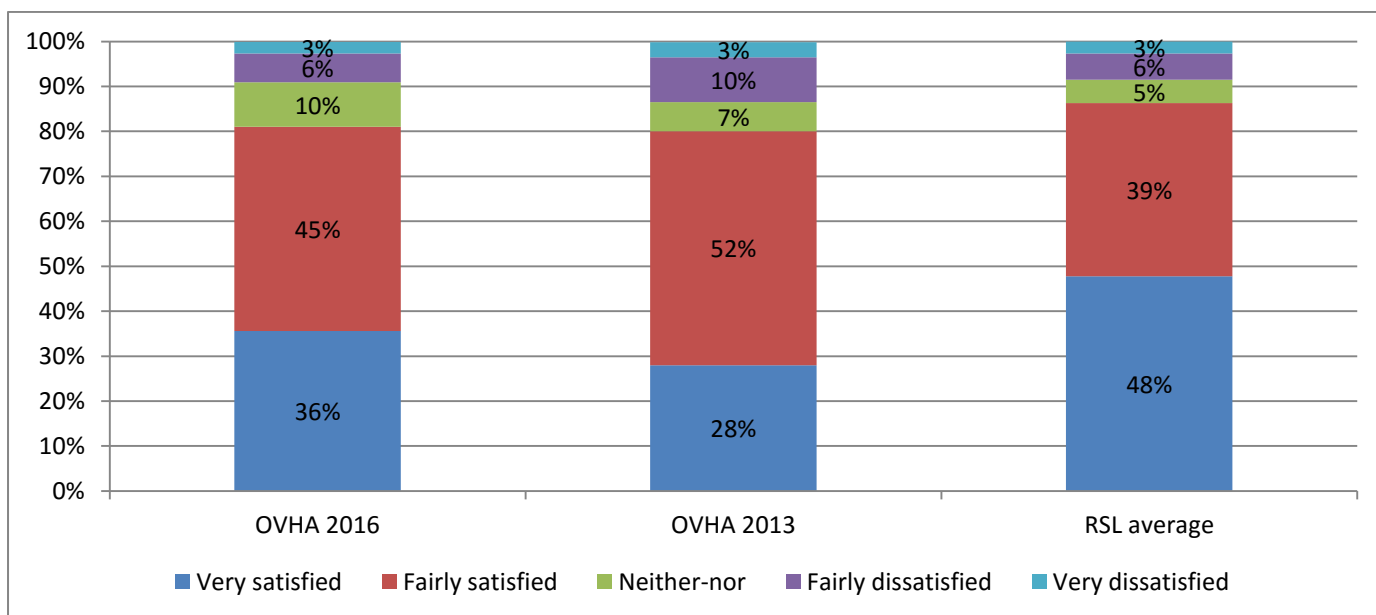


Figure 9 –Satisfaction with housing quality by location (base 367 unweighted)

Q- Overall, how satisfied or dissatisfied are you with the quality of your home?

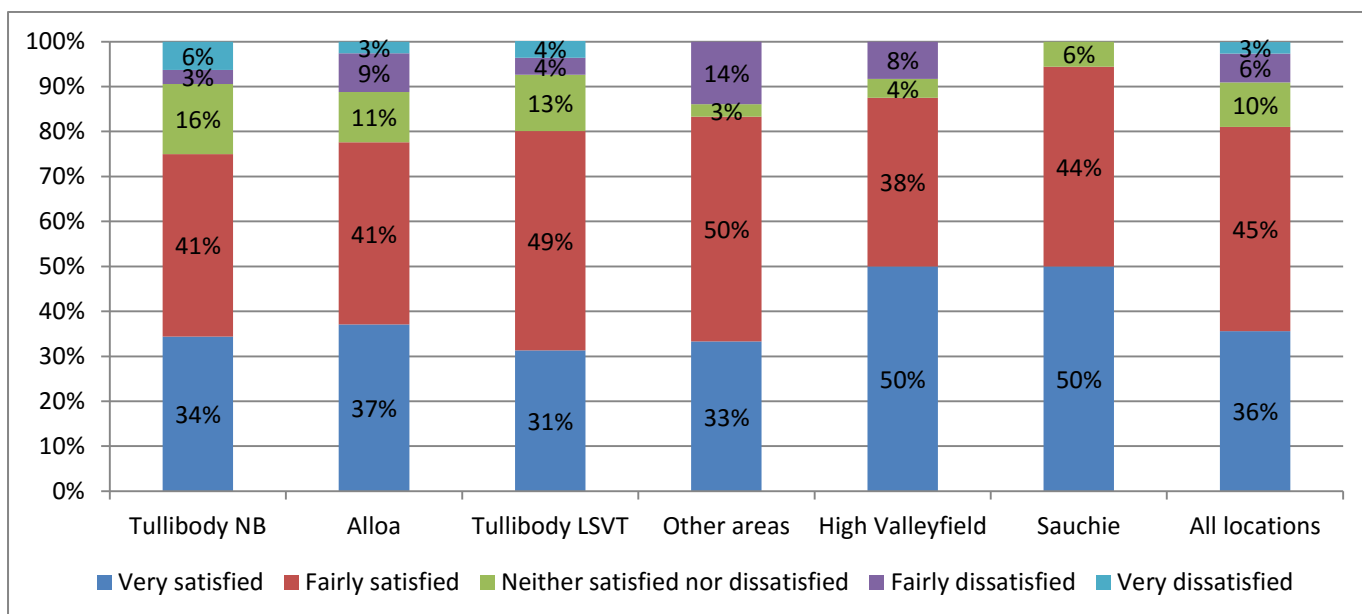


Table 1 highlights housing quality perceptions by the presence of children in the home, economic status, disability in the home and housing benefit-universal credit status. This analysis shows that retired tenants (91% satisfied), those without children (83%) and tenants with someone at home who is disabled (86%) are more likely to be satisfied with housing quality than tenants who are employed (72%) and those with children at home (76%). OVHA’s most dissatisfied tenants on the measure of housing quality are those with children living in the home i.e. 14% of these tenants are dissatisfied (these tenants comprise approx. one fifth -21% - of all OVHA tenants).

Table 1 – Housing quality by tenant status (base 367 weighted)

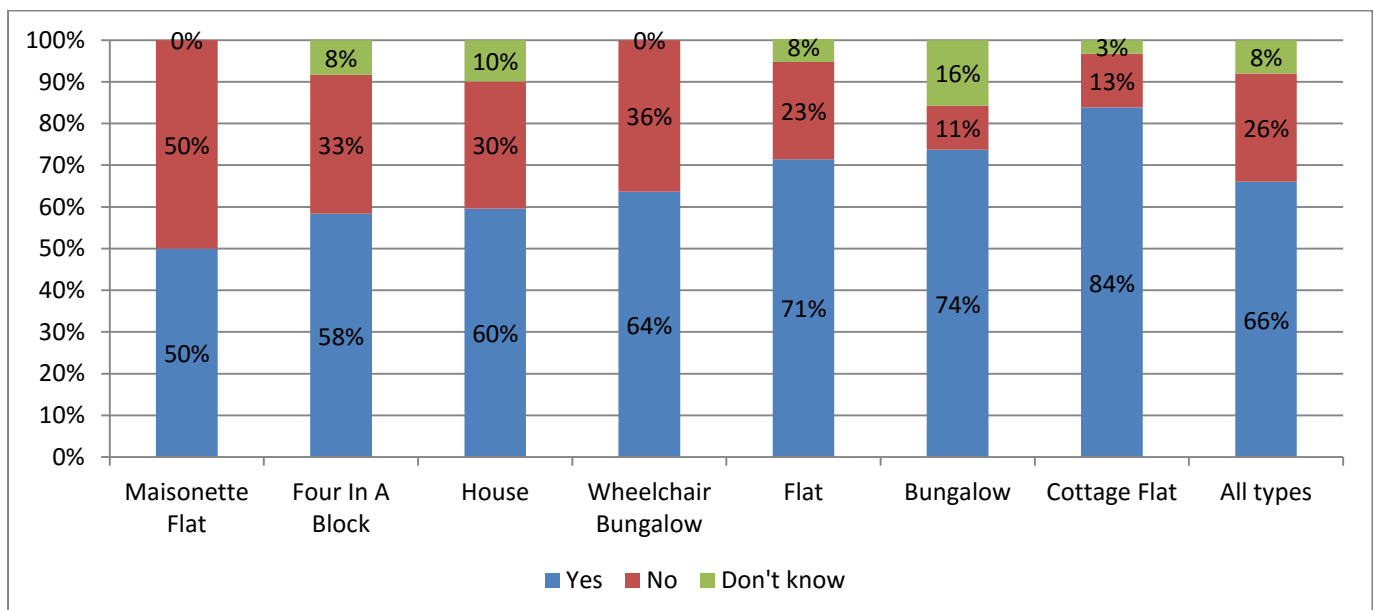
<u>Customer aspect</u>	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Children in household	31%	45%	10%	8%	6%
No children in household	38%	45%	11%	6%	2%
Employed	25%	47%	15%	9%	4%
Retired	42%	49%	4%	4%	2%
Other not working	40%	38%	11%	8%	4%
Disability in home - Yes	43%	43%	5%	5%	3%
Disability in home - No	30%	47%	13%	7%	3%
Yes – Full HB/UC	48%	34%	8%	8%	2%
Yes - Part HB/UC	28%	55%	10%	6%	1%
No HB/UC	28%	50%	11%	6%	5%
All tenants	36%	45%	10%	6%	3%

Affordability of heating

AS illustrated (figure 10), 66% of tenants can easily afford to heat their home whilst 26% cannot. Tenants living in maisonettes (50% ‘yes’) are the least likely to say that they can easily afford to heat their home whilst those living in cottage style properties (84% agree) are the most likely tenants to say they can easily afford to heat their home.

Figure 10 - (base 367 weighted)

Q- Can you easily afford to heat your home?

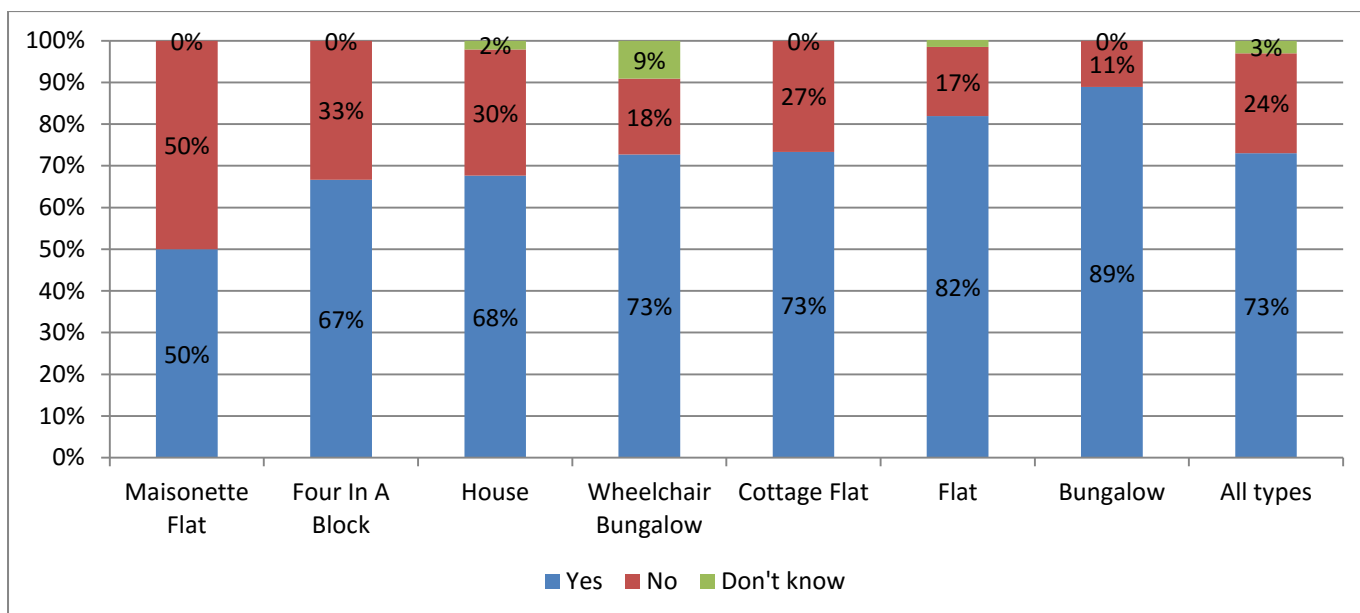


Ease of heating the home

Nearly three quarters (73%) of tenants agree that it is easy to heat their home whilst 24% say that heating their home is not easy. As with affordability of heating (figure 10), the least positive tenants on this measure are those living in maisonettes and 4-in-a-block properties whilst the most positive households are those living in bungalows (89% say that their home is easy to heat).

Figure 11 - (base 367 weighted)

Q- Do you feel that your home is easy to heat?



Construction type

Data on affordability and the ease with which tenants can heat their home is set out in table 2 and illustrates that non-traditional construction types are less affordable and less easy to heat when compared to traditional methods of construction.

Table 2 – Heating the home by construction type (base 367 weighted)

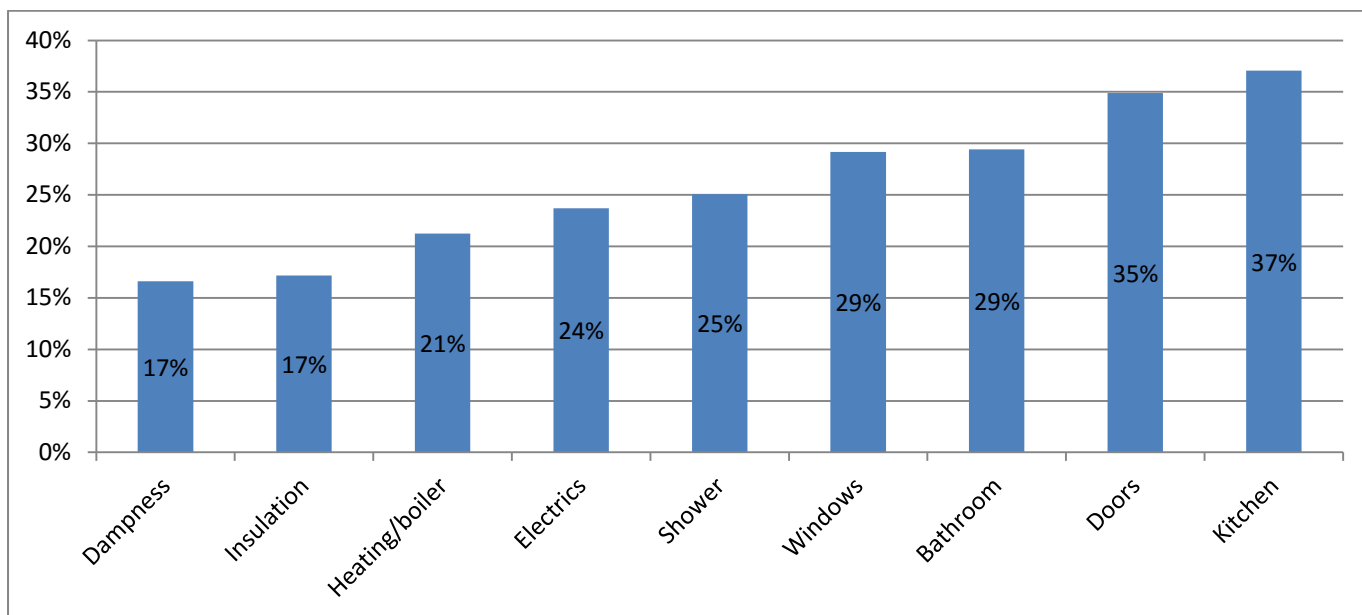
<u>Types</u>	<u>Easy to heat the home</u>			<u>Heating is affordable</u>		
	Yes	No	Don't know	Yes	No	Don't know
Non traditional	67%	31%	2%	58%	31%	11%
Traditional	76%	21%	3%	69%	24%	7%
<u>All types</u>	<u>74%</u>	<u>24%</u>	<u>3%</u>	<u>66%</u>	<u>26%</u>	<u>8%</u>

Internal and external improvement priorities

Tenants were asked to select their 3 main internal and external home improvement items from a list comprising nine internal options and eight external factors. Figure 12 sets out tenants' priority improvements for the inside of the home and highlights three main items in this regard i.e. improved kitchens (37% of tenants chose this as one of their three priorities), doors (35%) and windows and bathrooms (both 29%). By way of comparison, the top 3 internal items selected during the 2013 survey were showers (35%), doors (33%) and windows (33%).

Figure 12 - (base 367 weighted)

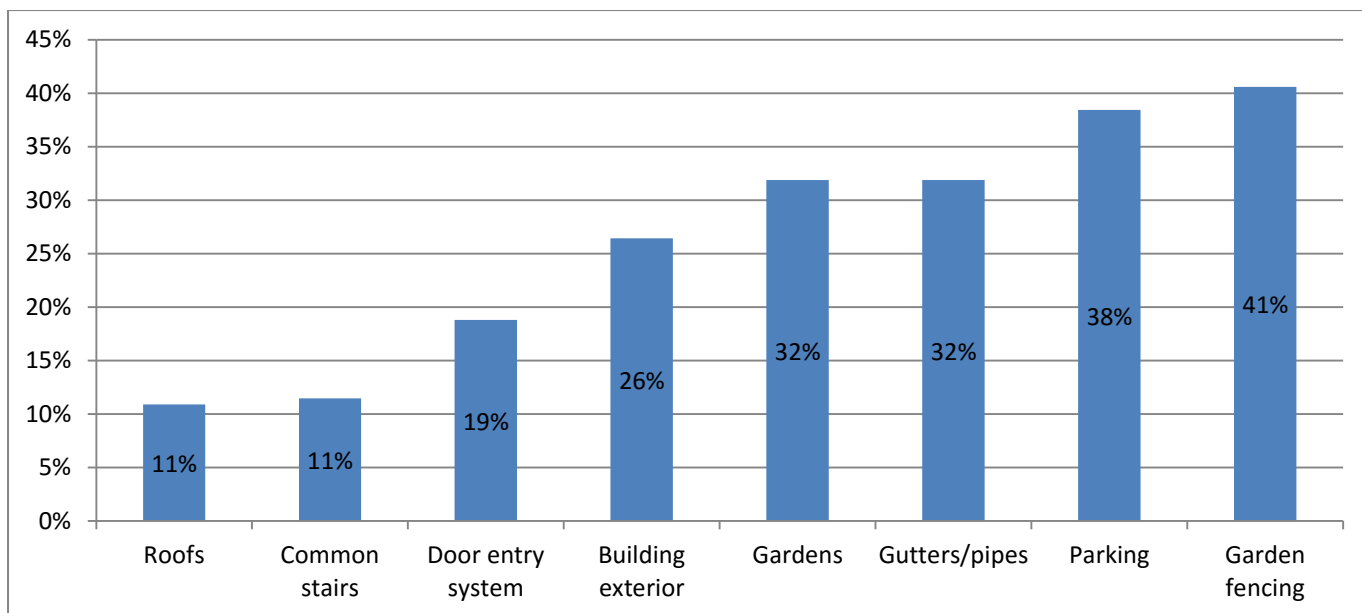
Q- INTERNAL home improvements – which 3 items are priorities for improving your home?



Tenants' main priorities for improving the outside of the home are shown in figure 13 and highlight a demand for better garden fencing (41%), improved parking (38%) and improved gutters/pipework and gardens (both items 32%). In 2013, the 3 leading priorities were garden fences (38%), gutters/pipes (33%) and parking (31%).

Figure 13 - (base 367 weighted)

Q- EXTERNAL home improvements – which 3 items are priorities for improving the outside of your home?



Other internal or external housing improvements

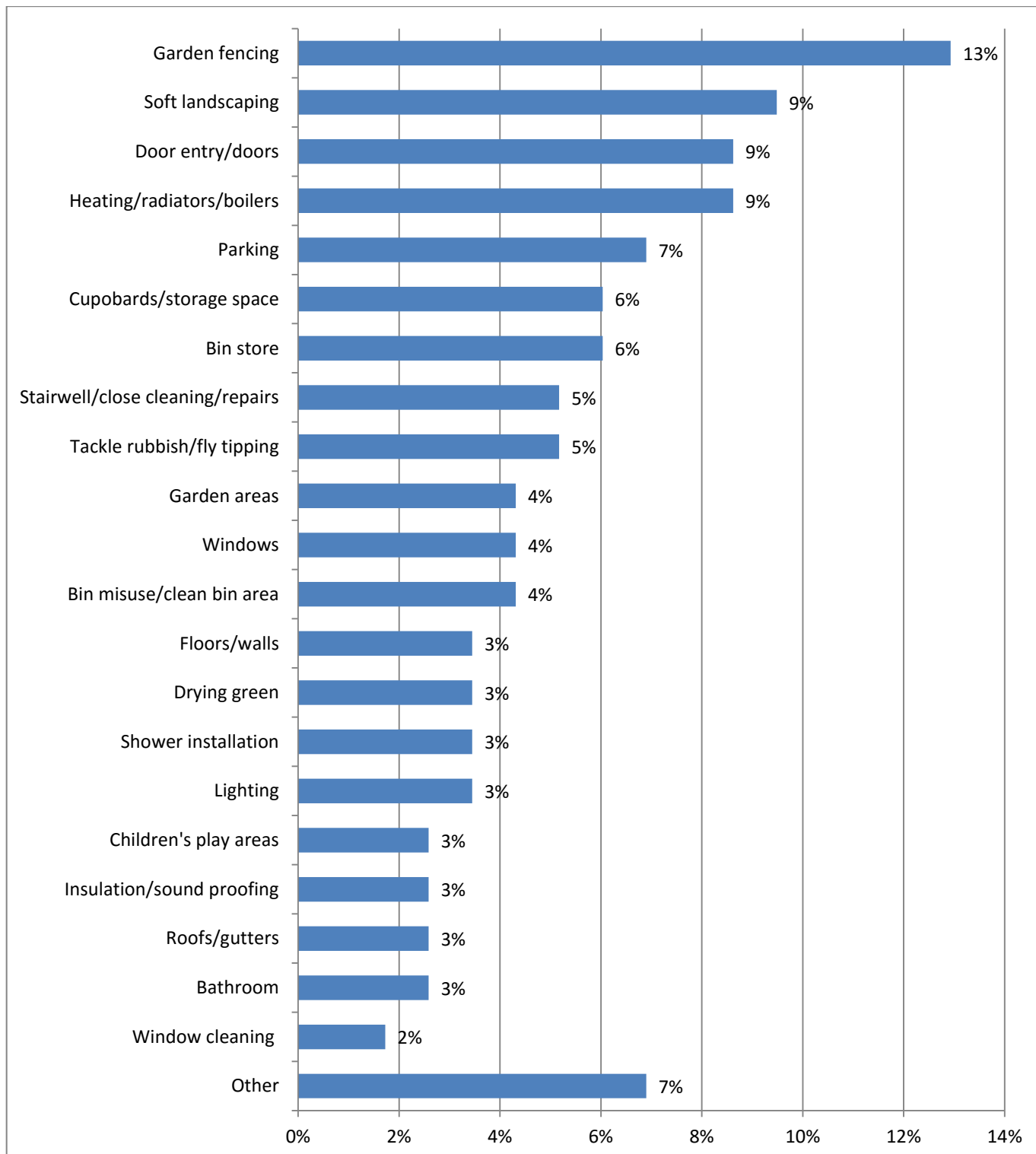
One hundred and sixteen tenants (32%) made additional suggestions for improving their home or common areas and the results of this enquiry are summarised in figure 14, with the detailed comments set out in annex 2.

As illustrated in figure 14, the 'top 5' home related and common area improvements sought by tenants comprise: improvements around garden fences (13% of the comments made related to this item); soft landscaping e.g. grass

cutting, tree maintenance etc (9%); door entry systems and internal doors (9%); problems with heating (9%); and parking (7%). It is also worthy of note that 10% of tenant comments related to bins e.g. problems with bin stores (6%) and bin misuse (4%).

Figure 14 – Areas for home or common area improvement in (base 116 tenants)

Q- Is there anything else that you want to have improved about the inside or outside of your home, including any common or shared areas?



Repairs Service

Tenant perspectives on the repairs service are shown in figure 15 and reveal that in 2016, 84% of tenants who received a repair in the last year are very/fairly satisfied with the service whilst 8% are dissatisfied. Comparing OVHA's results for the current period with the survey figure for 2013 indicates that satisfaction has declined slightly from 87% to 84%, a drop of 3% points. Compared with the RSL average (91% satisfied), OVHA's repairs satisfaction is somewhat lower than the sector 'norm'.

Figure 15 –Repairs service satisfaction (base 246 weighted - repair last year only)

Q- Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Ochil View Housing Association?

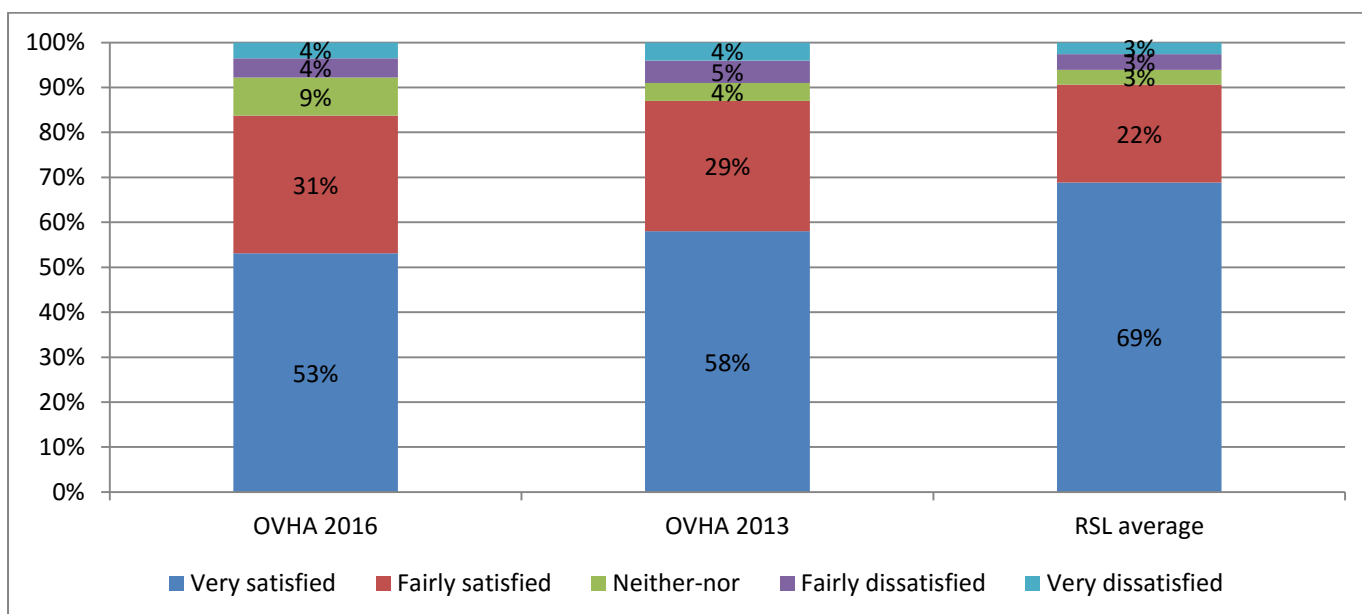


Table 3 illustrates repairs service satisfaction by main location and highlights where tenants are more likely than average to be satisfied i.e. Tullibody LSVT (87% satisfied) and Sauchie (86%) and also less likely to be satisfied i.e. High Valleyfield (79% satisfied).

Table 3 – Repairs satisfaction by main location (base 246 unweighted- repairs last year)

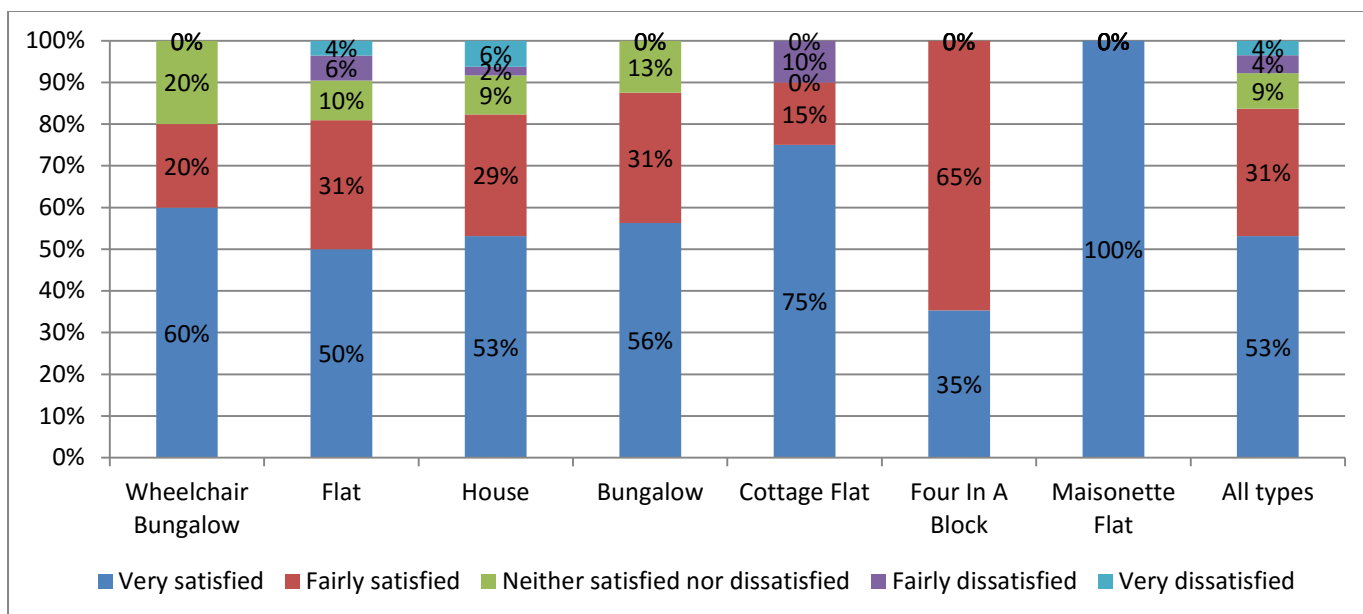
Location	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Tullibody LSVT	56%	31%	8%	2%	4%
Sauchie	57%	29%	7%	7%	-
Other areas	59%	25%	8%	8%	-
Tullibody NB	52%	30%	9%	4%	4%
Alloa	48%	33%	8%	5%	5%
High Valleyfield	47%	32%	16%	-	5%
All areas	53%	31%	9%	4%	4%

Repairs and property type

Figure 16 illustrates repairs service satisfaction by property type and indicates that tenants living in 4-in-a-block properties and maisonette flats (both 100% satisfied) are the most satisfied tenants with the repairs service whilst the least satisfied are those living in wheelchair bungalow properties (80% satisfied).

Figure 16 –Repairs service satisfaction by property type (base 246 weighted - repair last year only)

Q- Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Ochil View Housing Association?



Elements of repair service

Tenants were asked to think about their most recent repair and to rate their satisfaction with seven elements of that repair. As illustrated in figure 17, the two most satisfactory elements of the repair service are cleanliness and worker attitude (both achieving a 90% satisfaction rating) whilst the least satisfactory elements of the service are ‘time frame’ and quality of repair (83% and 84% satisfied respectively).

Figure 17 –Repairs service satisfaction 2016 (base 367 weighted – all repairs, any time frame)

Q- Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with...

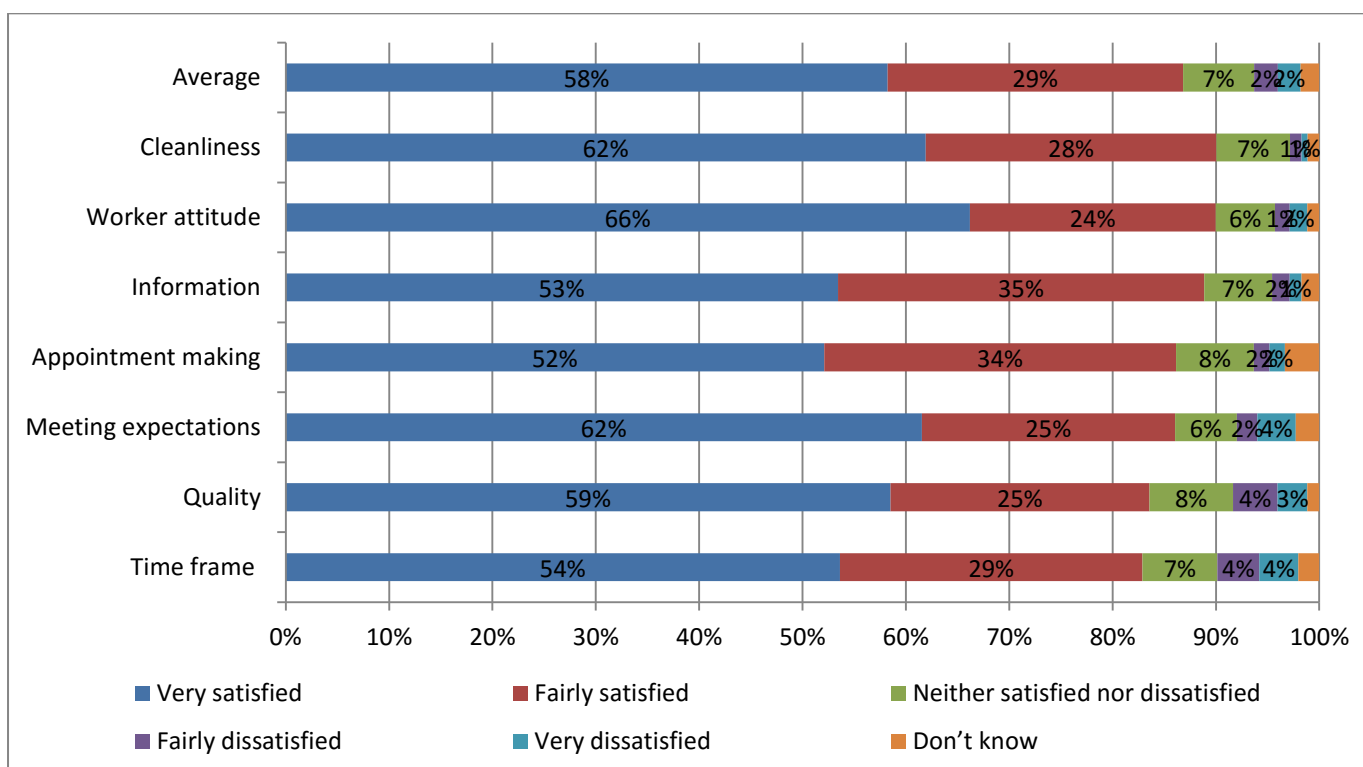
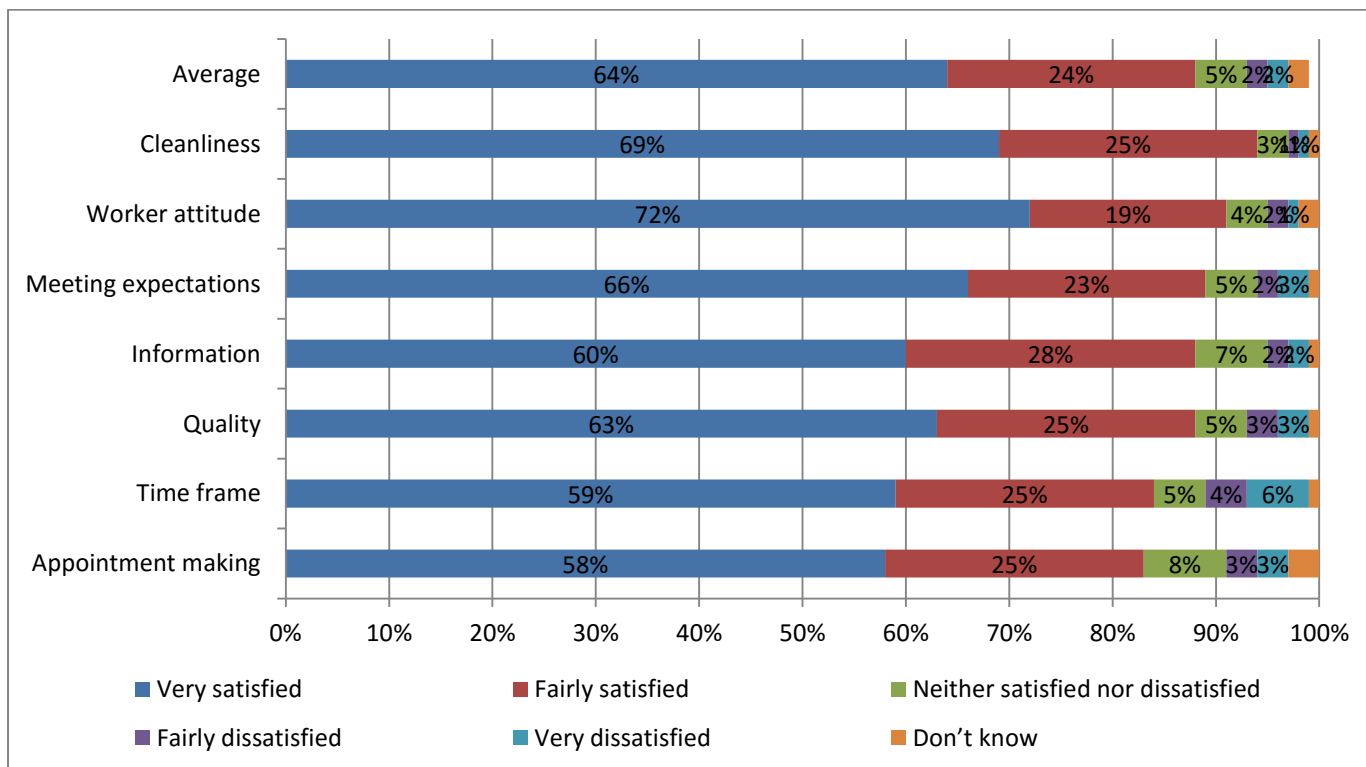


Figure 18 sets out the results for repair element satisfaction from the 2013 survey and illustrates a slight change in the order of repair service elements i.e. appointment making has moved from the lowest rated aspect in 2013 to a mid-rated aspect in 2016. Cleanliness and worker attitude ratings have remained consistently the top rated attributes across both survey periods whilst completing works in the time frame stated and repair quality tend to be associated with the lower end of repair satisfaction.

Figure 18 –Repairs service satisfaction 2013 (base 450 unweighted – all repairs, any time frame)

Q- Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with...



Repair service improvements

Fifty six tenants (15%) proposed one or more suggestions for improving the repairs service. The detailed comments made by tenants are set out in annex 3. In summary, the leading improvement suggestions made were as follows:

- ✓ Starting repairs more quickly after receiving the tenant’s instruction (21% made a comment on this aspect of the service)
- ✓ Better repair quality (16%)
- ✓ Improving communication with tenant around repairs (16%).

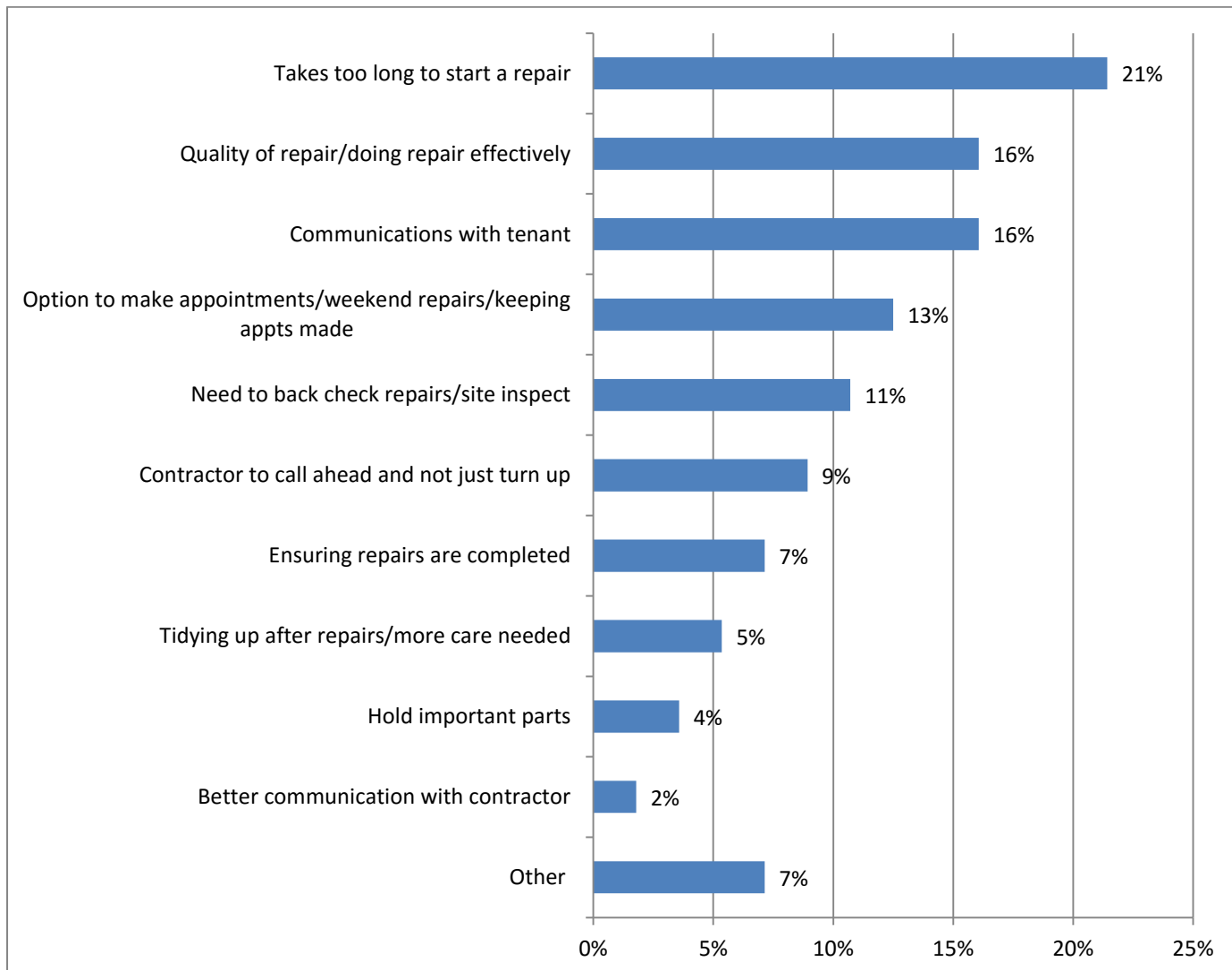
By way of illustration, issues with ‘starting repairs more quickly’ cover the following topics:

Q - Is there anything that you feel should be improved about the repairs service?

- ✓ ‘[Should] be given a date for standard repairs. At the moment it’s anytime within a ten day period’ (Alloa tenant)
- ✓ ‘Quicker response needed to reports of repair’ (Tullibody NB tenant)
- ✓ ‘I think waiting over a year for a repair is very poor...’ (Alloa tenant).

Figure 19 – Repair service improvements (base 56 tenants)

Q- Is there anything that you feel should be improved about the repairs service?



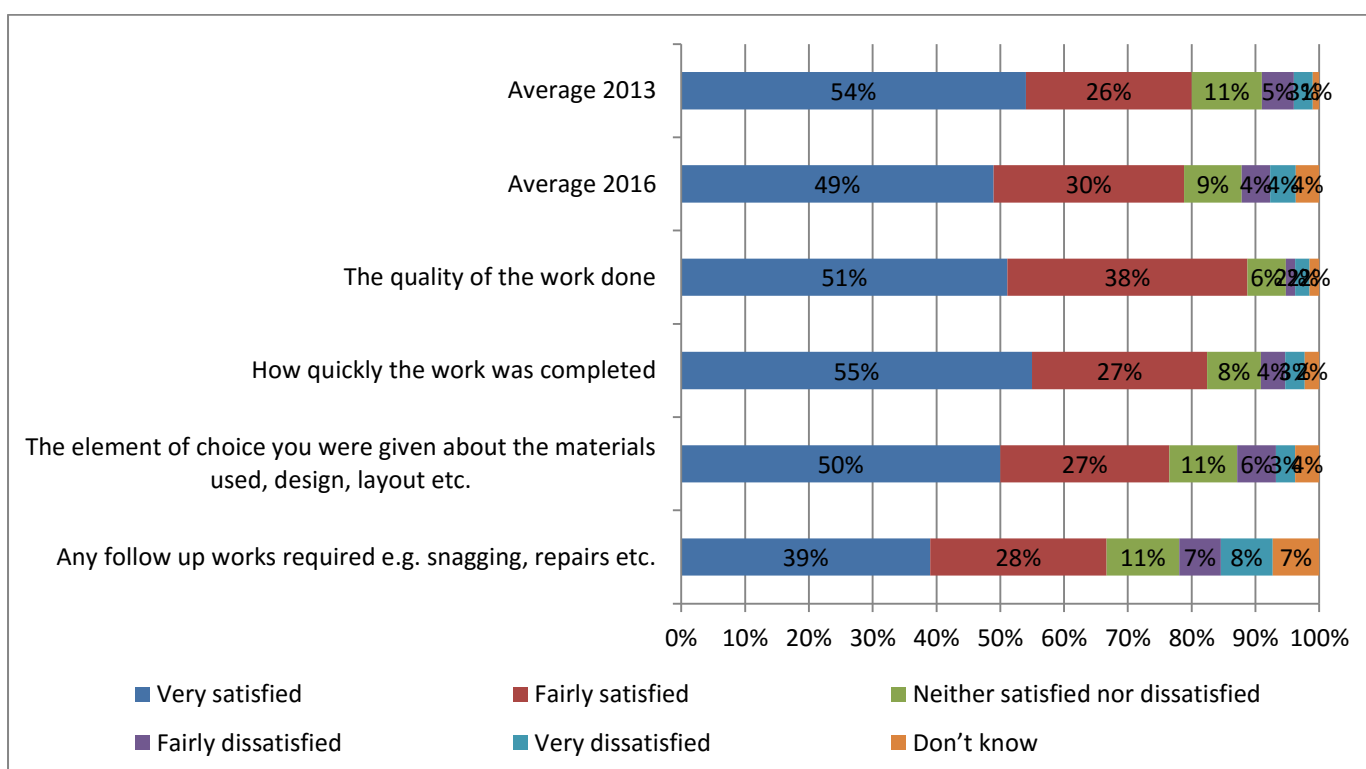
Home Improvements and Adaptations

One in four tenants (38%) indicated that their home had been subject to an improvement/upgrade in the last year and these tenants were asked to comment on their level of satisfaction with the improvement works. The results of this enquiry are shown in figure 20 and show that on average, 79% of tenants are satisfied with the improvement received whilst 8% are dissatisfied. Tenants are most satisfied with the quality of improvement work done in 2016 (89% satisfied) and least satisfied with 'snagging' (67%) although the proportion for this aspect of the service may be influenced by the high proportion of 'don't know' replies (7%).

Compared with the same question asked in 2013, overall satisfaction with the improvement service has declined very slightly from an average of 80% satisfied in 2013 to today's average of 79%.

Figure 20 –Tenant satisfaction with home improvements (base 139 - weighted)

Q- Thinking about this improvement work, how satisfied or dissatisfied were you with ...



Adaptions service

In 2016, 12% of surveyed tenants said that they had made use of the aids and adaptations service within the last year and as shown in table 4, most (89%) of these tenants have been satisfied with this service. In 2013, amongst those tenants using the service, 81% were satisfied suggesting that by 2016, there has been a material improvement (8% point increase) in satisfaction with this service.

Table 4 – Tenant satisfaction with aids and adaptation service (base 49 weighted)

Q - Taking everything into account, how satisfied or dissatisfied are you with this aid or adaptation?

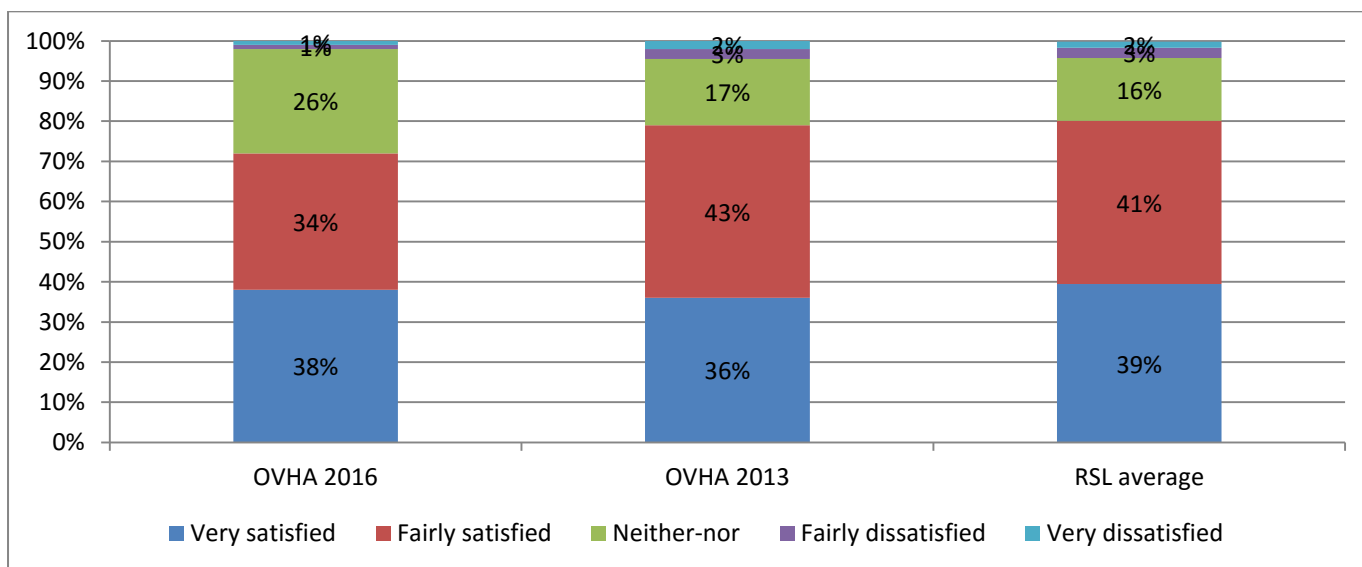
Survey period	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	Don't know
2016	56%	33%	9%	-	-	2%
2013	66%	15%	2%	10%	5%	2%

Participation, Information and Contact

In 2016, 72% of tenants were satisfied with opportunities to participate whilst 2% were dissatisfied (and 26% replied 'neither satisfied nor dissatisfied') (figure 21). Tenant satisfaction on this measure has declined by 7% points when compared to the 2013 survey (79% satisfied), and is also 8% points behind of the RSL average (80%).

Figure 21 –Participation (base 367 weighted)

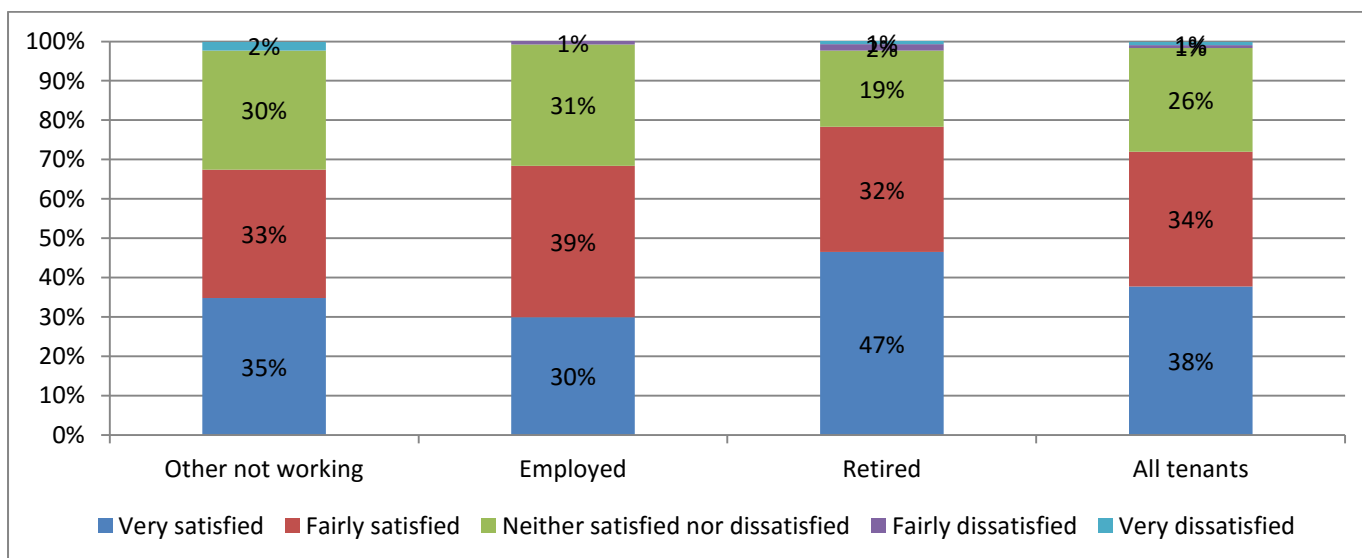
Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Ochil View Housing Association's decision making process?



Tenant satisfaction with participation varies somewhat by employment status as illustrated in figure 22 which shows that retired tenants are more likely to rate this aspect of OVHA's service as 'very/fairly satisfied' (79%); this contrasts with employed tenants amongst whom 69% are satisfied with 'participation'.

Figure 22–Participation by economic status (base 367 weighted)

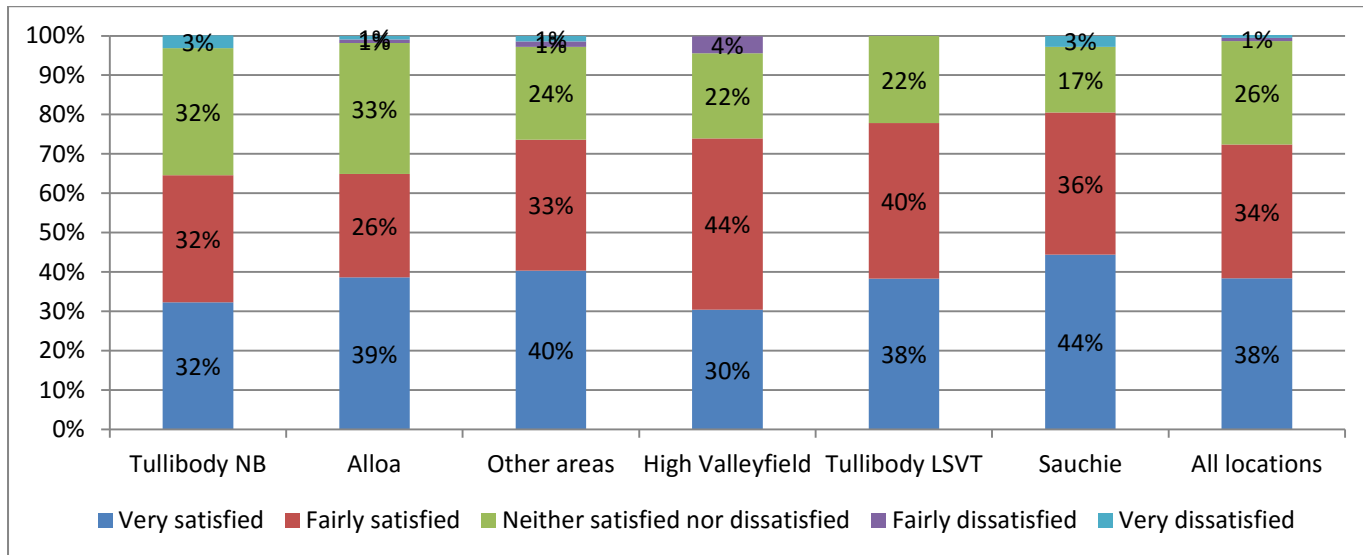
Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Ochil View Housing Association's decision making process?



Satisfaction with participation by location is shown in figure 23 and indicates some element of variation with tenants in Tullibody NB and Alloa much less likely to be satisfied (and more likely to respond 'neither-nor') when compared to some other areas e.g. Sauchie where 80% of tenants are satisfied on this measure.

Figure 23 –Participation by location (base 367 unweighted)

Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Ochil View Housing Association's decision making process?

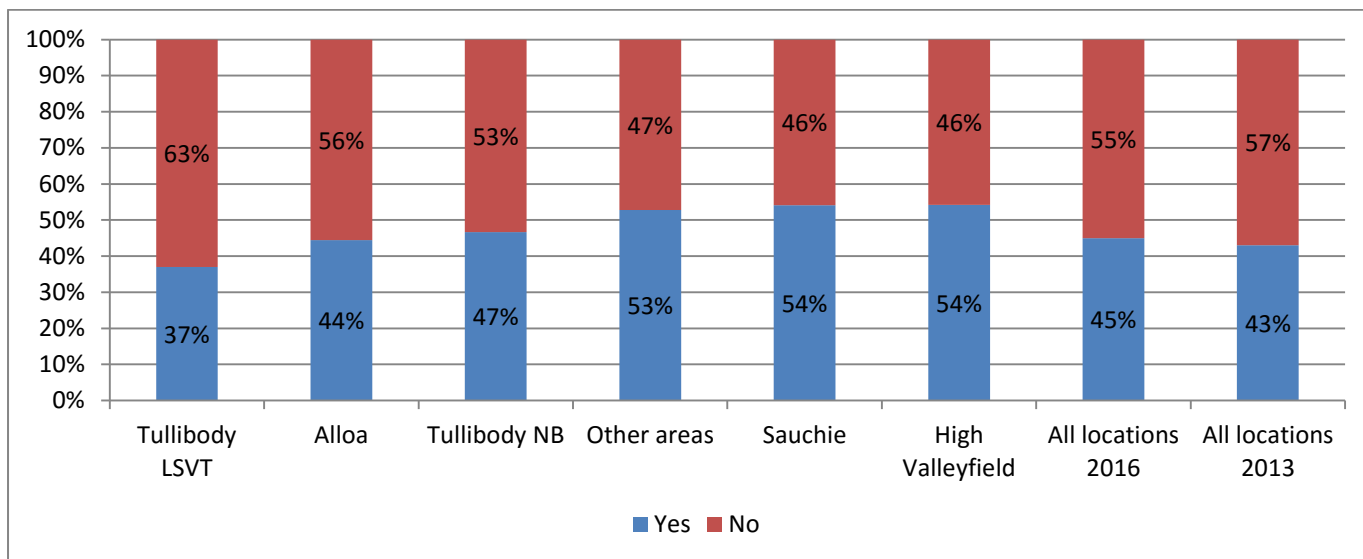


Management Committee

Tenants were asked if they were aware of the management committee and the feedback on this item is shown in figure 24. Across all locations in 2016, 45% of tenants are aware of the management committee which compares to 43% in 2013. By key location, awareness varies somewhat from a low of 37% in Tullibody LSVT to a high of 54% in High Valleyfield.

Figure 24 –Awareness by main location (base 367 unweighted)

Q- Are you aware that Ochil View has a Voluntary Management Committee which oversees the work of staff and sets the policy and direction of the Association?

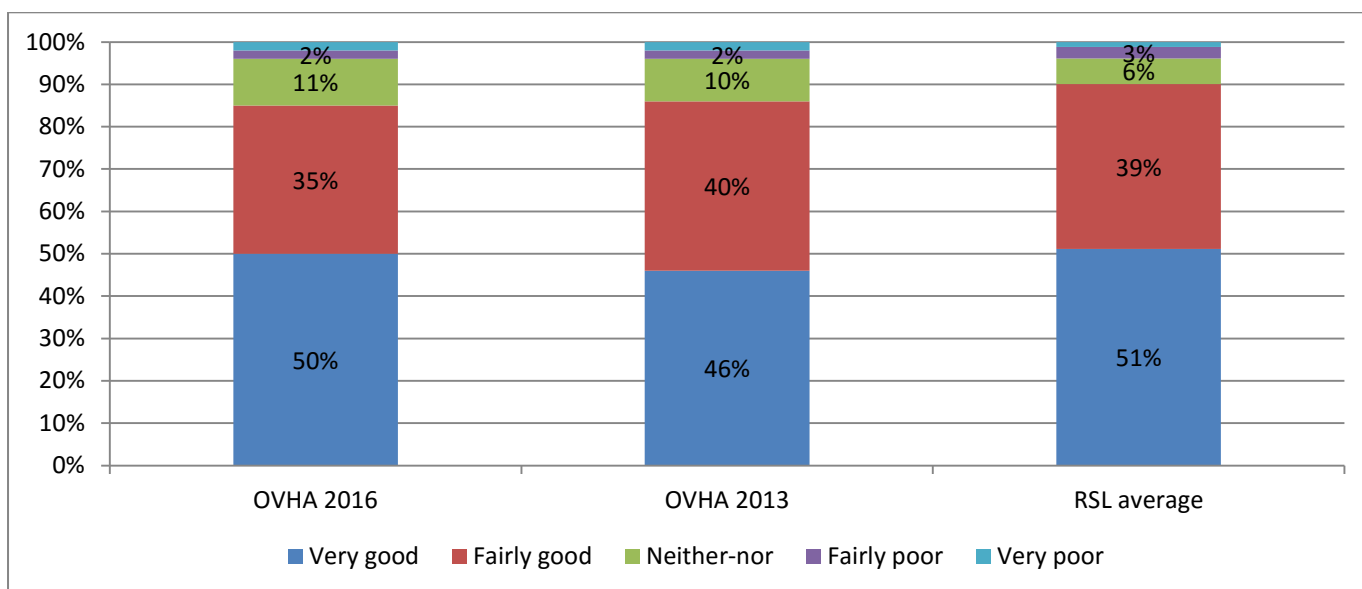


Information and contact

In addition to inviting tenant opinion on participation, tenants were also asked for their views on OVHA's information provision and the result of this enquiry is set out in figure 25. Figure 25 shows that in 2016, 85% of tenants were satisfied on this measure. This result is very similar to the one achieved in 2013 (86% satisfied) but is very slightly below the sector average (90%) for this measure.

Figure 25 – Information on services and decisions (base 367 weighted)

Q- How good or poor do you feel Ochil View Housing Association is at keeping you informed about their services and decisions?



Contacting OVHA

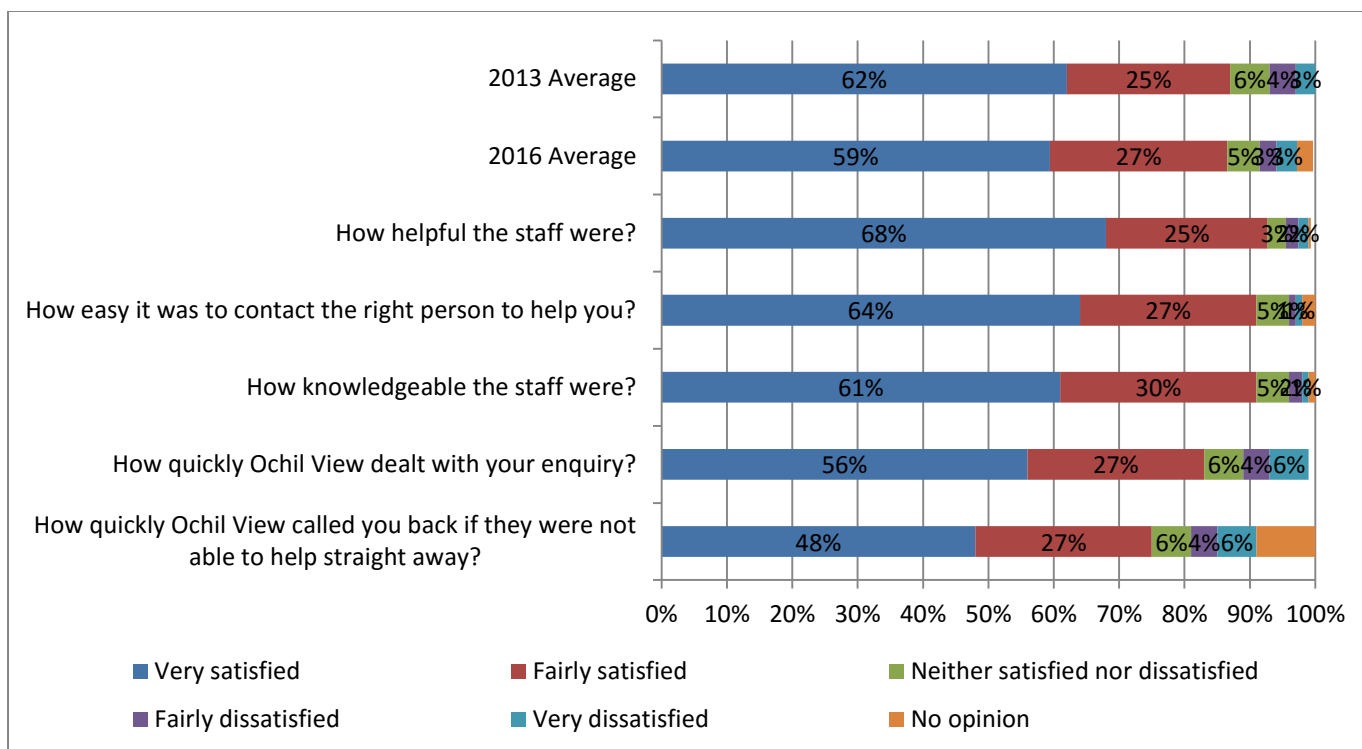
Most tenants (90%) said they had been in contact with OVHA during the last year. Those tenants that had made contact in the last year were asked to comment on their most recent experience of contacting OVHA and as illustrated in figure 26, the majority of tenants have a very positive opinion of this activity e.g. on average, 86% of tenants are very or fairly satisfied with their last contact.

As shown in figure 26, tenants express their highest level of satisfaction with 'staff helpfulness' (93% satisfied on this measure), and their lowest level of satisfaction with 'call backs' (75% satisfied).

Also shown in figure 26 is the average satisfaction level for contact from the 2013 survey which shows very little movement over the past 3 years i.e. in 2013, 87% of tenants on average were satisfied with contact (86% in 2016). A review of the detailed responses around tenant contact from the 2013 survey indicates that during that period, 93% of tenants thought staff were helpful (93% in 2016); 93% agreed it was easy to contact the right person (91% in 2016); 88% agreed that staff were knowledgeable (91% in 2016); 83% felt that staff dealt with their enquiry quickly (83% in 2016); and 76% were satisfied with 'call backs' (75% in 2016).

Figure 26 –Satisfaction with OVHA contact (base 330 weighted)

Q- Thinking about your most recent contact with Ochil View Housing Association how satisfied or dissatisfied were you with the following?



Communication methods

Table 5 sets out tenants’ level of satisfaction with a range of communication methods employed by OVHA. This shows that whilst tenants are often satisfied with services such as text messaging (70% are satisfied with this tool), a significant proportion seem not to use or perhaps be aware of electronic communication tools such as the Facebook page, website or e-mail communications e.g. 63% of tenants have no opinion on their level of satisfaction with e-mail services.

Table 5 – Tenant satisfaction with OVHA’s communication tools (base 367 weighted)

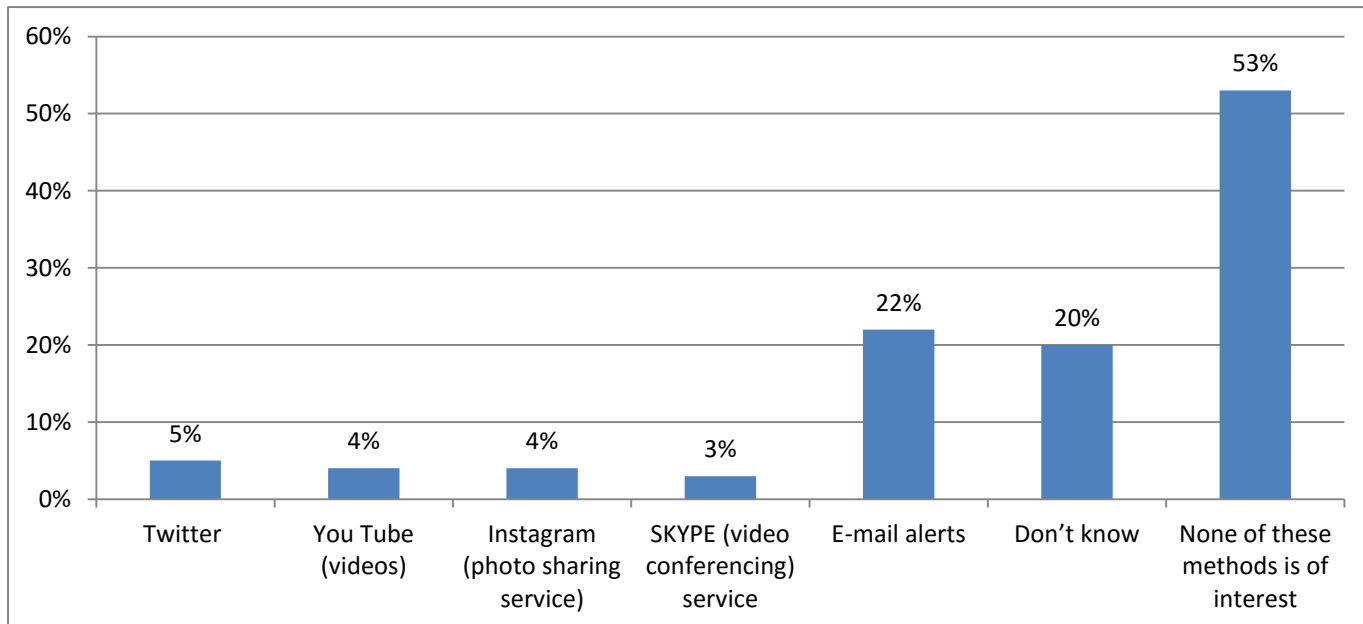
Q- Ochil View communicates with its tenants using a variety of methods. How satisfied or dissatisfied are you with the following?

Comms service	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion
The text messaging service	52%	18%	8%	-	1%	20%
Ochil Views’ Facebook page	17%	12%	11%	-	1%	60%
Ochil View’s website	21%	15%	12%	1%	1%	50%
E-mail communications	16%	10%	11%	-	1%	63%
Hard copy information	48%	31%	12%	-	1%	8%

Figure 27 reveals tenants' preferred means for 'following' or exchanging views with Ochil View and highlights that just over half of tenants (53%) find none of the methods listed to be of interest. However, one in five tenants (22%) is interested in e-mail alerts whilst 5% would be interested in accessing information using a Twitter feed.

Figure 27 –Preferences for tenant contact methods (base 367 weighted)

Q- Which if any of the following would you like to use to 'follow' Ochil View or exchange views with the Association?

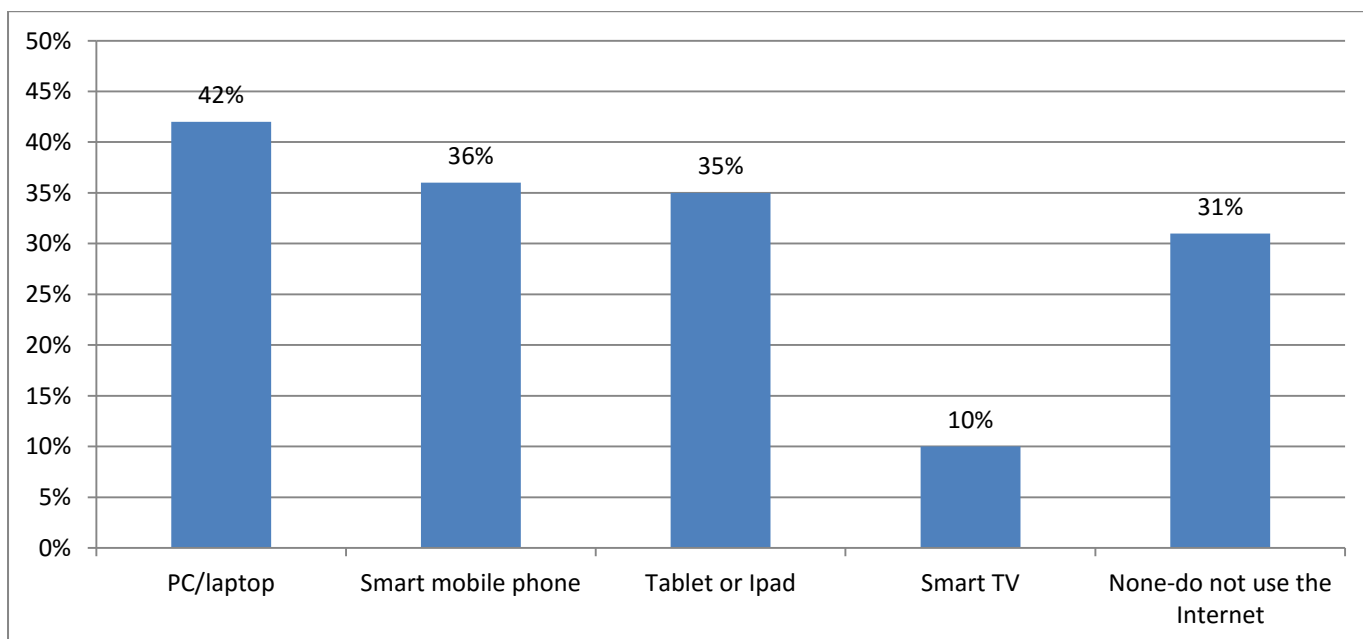


Use of e-communications

Sixty nine percent (69%) of tenants use a personal e-communications tool (often more than one such tool) to surf the Internet or access social media. As illustrated in figure 28, the 3 most popular methods for accessing the web are PC/laptop, smart phones and Tablets/IPad. In 2013, 54% of tenants said that they had access to the Internet.

Figure 28 –Use of the Internet and social media (base 367 weighted)

Q- Please tell us if you use any of the following to access the Internet?



OVHA website

Using the information set out in table 5 we would estimate that 38% of tenants may have used the OVHA website in 2016⁴. This contrasts with 32% of tenants saying they had used the website in 2013. In table 6 we compare users' level of satisfaction with the OVHA website over 2016 and 2013 and as illustrated there has been little movement over the years in this measure i.e. 72% are satisfied in 2016 and 2013.

Table 6 – OVHA website satisfaction (base 141 tenants able to rate service in table 4)

Q - How satisfied or dissatisfied are you with Association's website?

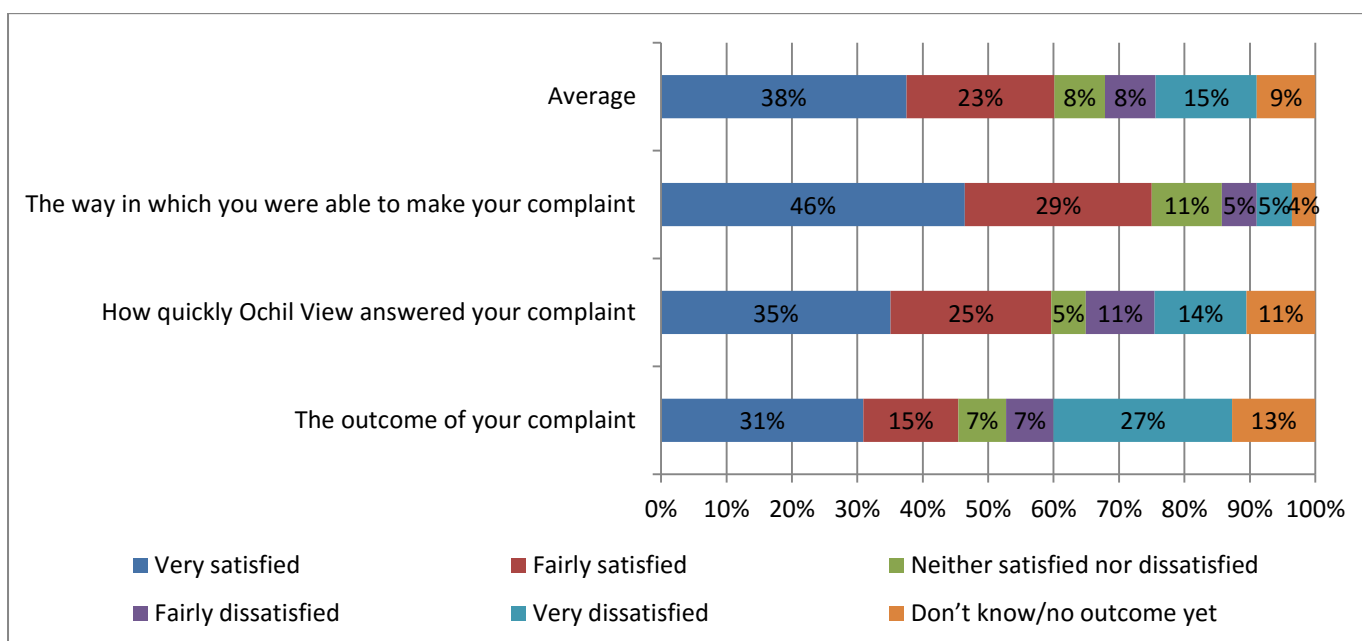
Survey period	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	Don't know
2016	42%	30%	25%	1%	1%	-
2013	39%	33%	25%	2%	2%	39%

Complaints

Fifty seven tenants (14%) said that they had complained to OVHA about its services during the last year (11% in 2013). Figure 29 illustrates tenants' satisfaction with OVHA's handling of their most recent complaint and shows that on average, 61% of tenants are satisfied, 23% are neither satisfied nor dissatisfied, and 23% are dissatisfied with how their complaint was handled. Seventy five percent (75%) of tenants were satisfied with how they could make their complaint whilst 46% were satisfied with the outcome. By way of comparison, in 2013, average satisfaction with complaints handling was 61% whilst 17% of tenants were dissatisfied. Satisfaction with the three elements of the complaints service in 2013 were: way of making complaint (73% satisfied in 2013 compared with 75% in 2016); speed of answering complaint (58% in 2013 compared with 60% in 2016); and 'outcome', 53% satisfied in 2013 contrasted with 46% in 2016).

Figure 29 –Satisfaction with complaints handling (base 57 weighted)

Q- Thinking about the most recent complaint you made to Ochil View Housing Association about its services, how satisfied or dissatisfied were you with?



⁴ On the basis that these tenants were able to rate their level of satisfaction with this service

Awareness of Social Housing Charter

Tenants were asked if they were aware of three products of the Scottish Housing Regulator designed to better inform tenants of the work of their landlord. The results of this enquiry are set out in figure 30 and show that on average approx. one third of tenants are aware of the Charter, Landlord Reports and the Tenant Panel. Figure 31 shows the distribution of awareness of Landlord Reports and highlights that the highest levels of awareness are amongst 'middle age' groups of tenants.

Figure 30 –Awareness of SHR products (base 367 weighted)

Q- In common with other social housing landlords in Scotland, Ochil View's activities are regulated by an independent non-ministerial department called the Scottish Housing Regulator. Are you aware of the following reports or activities carried out by this department?

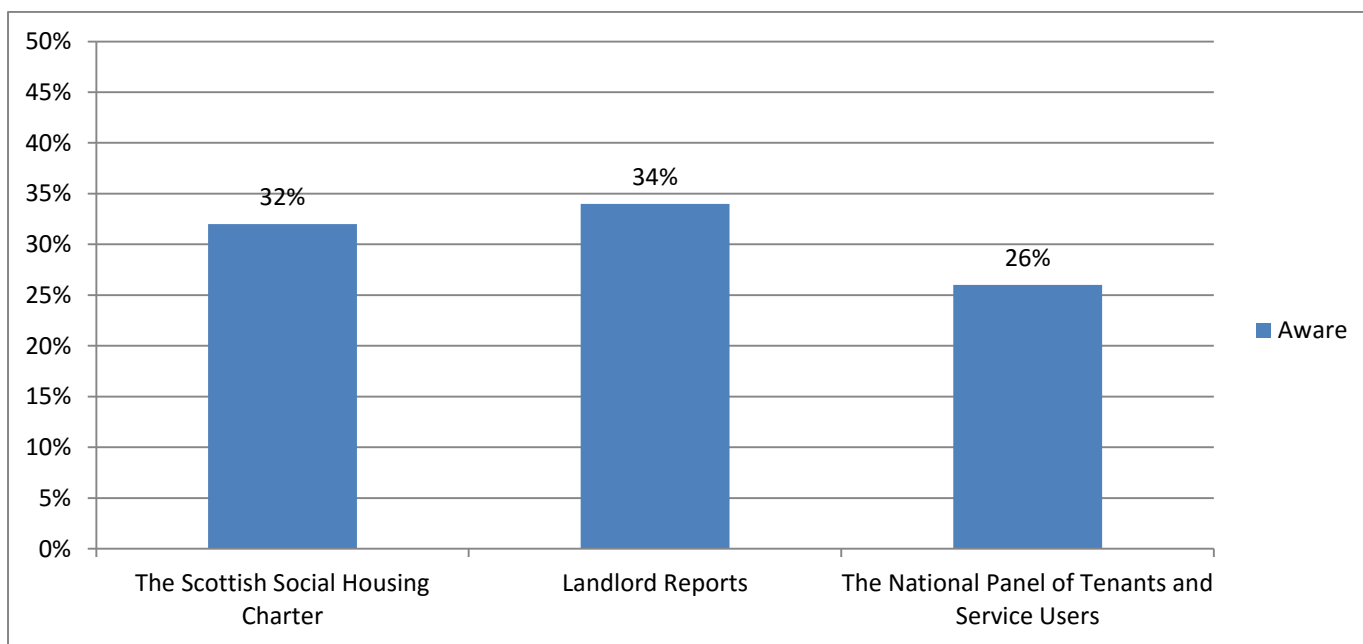
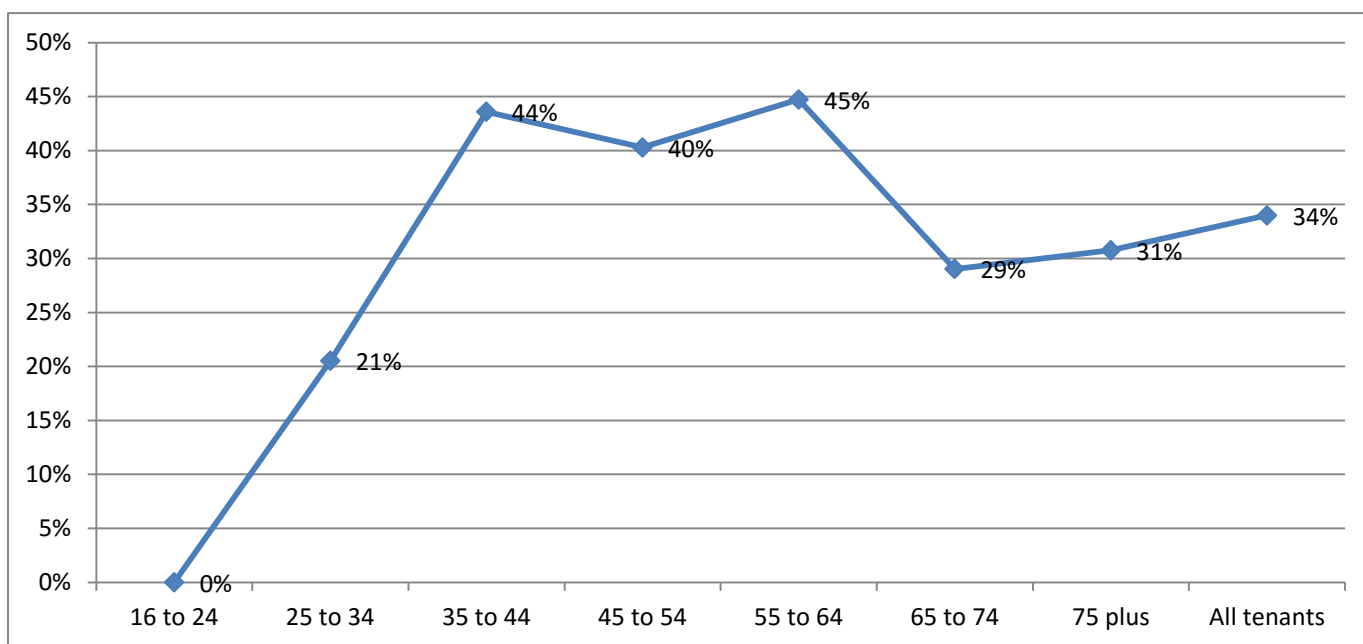


Figure 31 –Awareness of Landlord Reports by age (base 367 weighted)

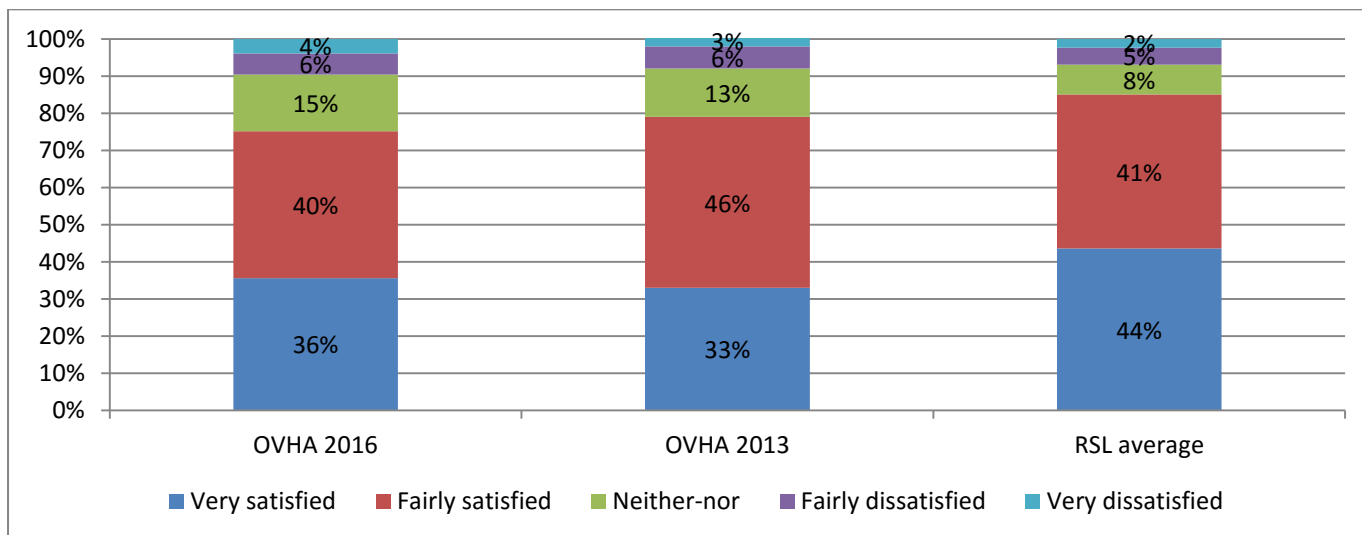


Neighbourhood Management

Figure 32 illustrates that in 2016, 76% of tenants were satisfied with the management of their neighbourhood by OVHA, whilst 10% were dissatisfied. The figure reported in 2016 is 3% points lower than that recorded during the 2013 survey (79%) and is also 9% points behind the sector average (85% satisfied).

Figure 32 – Neighbourhood management (base 367 weighted)

Q- Overall, how satisfied or dissatisfied are you with Ochil View Housing Association's management of the neighbourhood you live in?

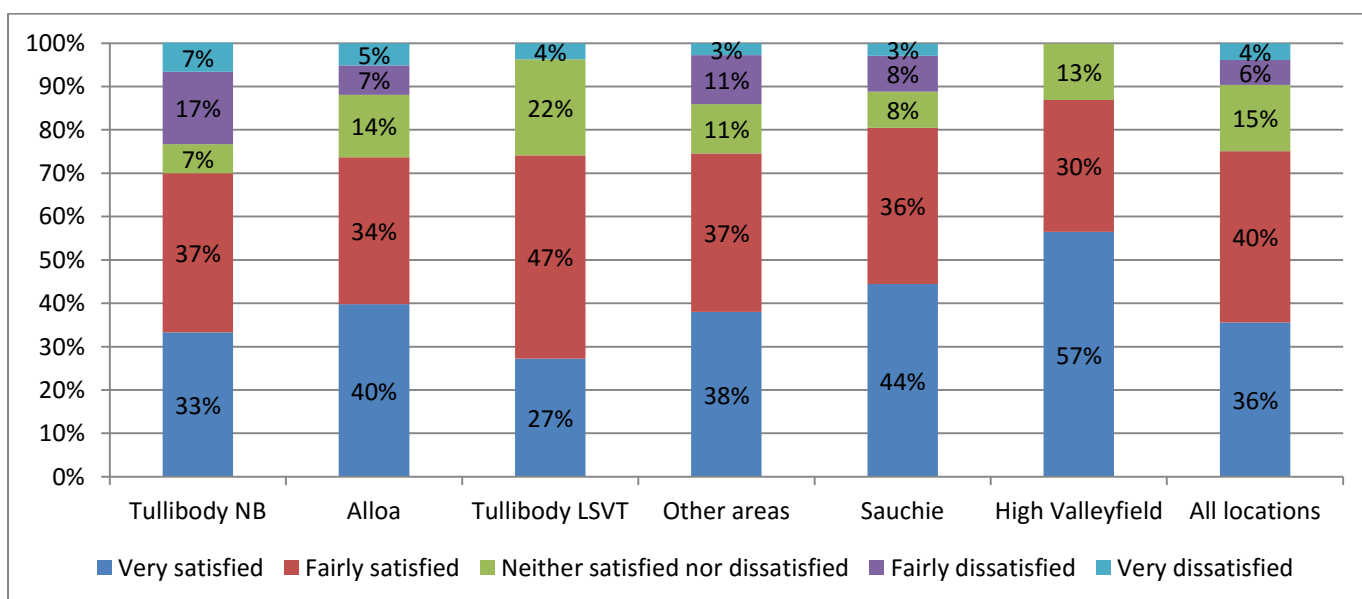


Neighbourhood management satisfaction by location

Satisfaction with neighbourhood management by location is set out in figure 33 and highlights some degree of variation e.g. 87% satisfaction in High Valleyfield contrasted with 70% in Tullibody NB (this area also has the highest level of dissatisfaction with neighbourhood management i.e. 24%).

Figure 33 –Satisfaction with the neighbourhood management service by location (base 367 unweighted)

Q- Overall, how satisfied or dissatisfied are you with Ochil View Housing Association's management of the neighbourhood you live in?

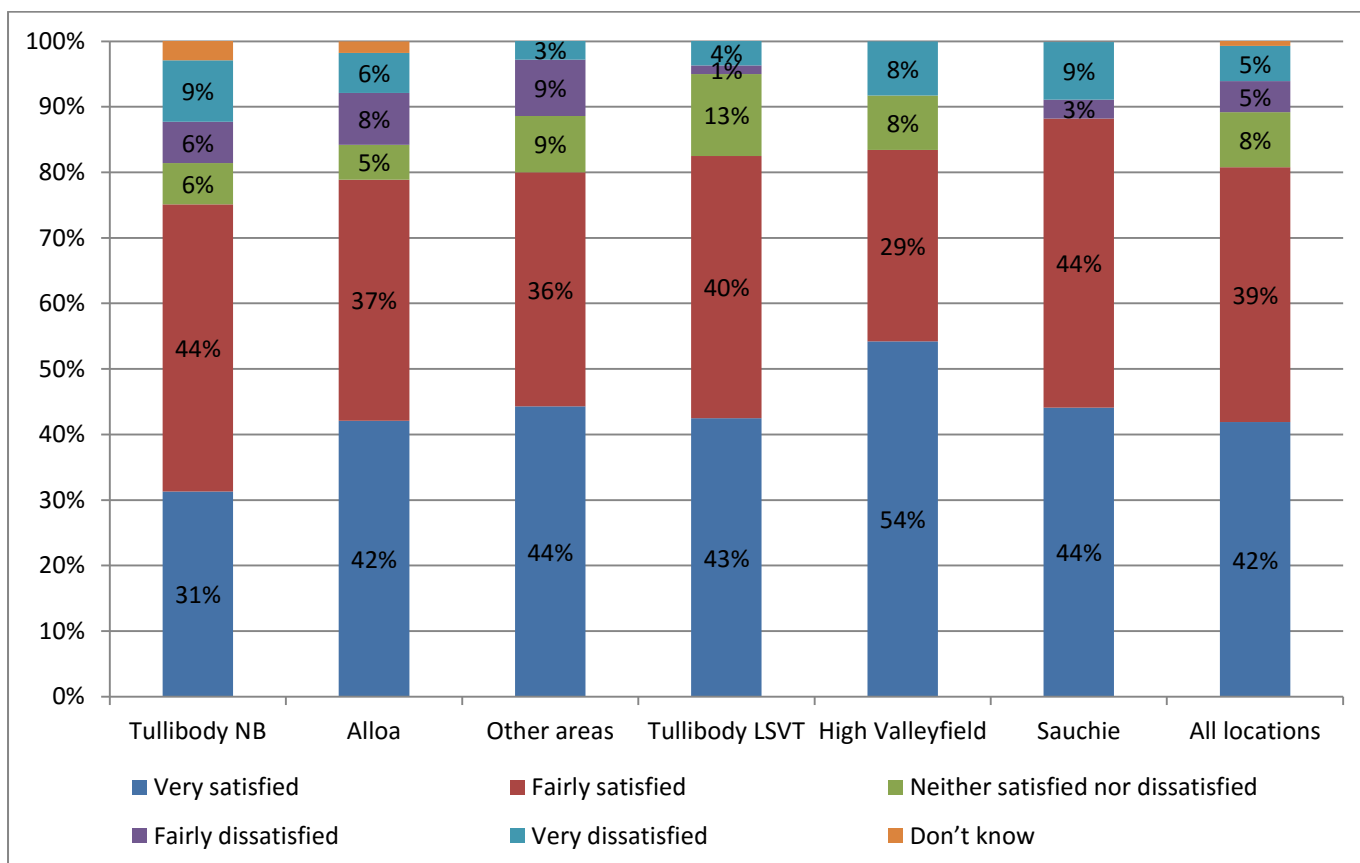


Related to tenant satisfaction with neighbourhood management is satisfaction with the neighbourhood as a place to live. The results of this enquiry are shown in figure 34 and reflect a 'better' set of results when compared to figure 33, with 81% of tenants on average satisfied with their neighbourhood and 10% dissatisfied ('All locations' column). Locations where there is the lowest level of satisfaction with the neighbourhood as a place to live include Tullibody NB (75% satisfied) and Alloa (79%) whilst the most satisfied location is Sauchie (88% satisfied).

Comparing the 'neither satisfied nor dissatisfied' response categories for figure 33 (15%) and figure 34 (8%) we would anticipate that the greater proportion of tenants in figure 33 who responded 'neither-nor' might indicate a lack of what 'neighbourhood management' means in the context of OVHA's neighbourhood related services.

Figure 34 –Satisfaction with the neighbourhood by location (base 367 unweighted)

Q- Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?



Neighbourhood problems

Tenants were asked, looking at a list of nine potential neighbourhood issues, if any of these items were a problem in their neighbourhood. The results of this enquiry are shown in figure 35 and highlight particular neighbourhood problems with:

- ✓ Parking (41% of tenants rated this a neighbourhood problem)
- ✓ Dog fouling (29%)
- ✓ Fly tipping/litter (21%)
- ✓ Noisy neighbours (19%).

Figure 35 –Stock wide neighbourhood problems (base 367 weighted)

Q- Are any of the following a problem in your neighbourhood?

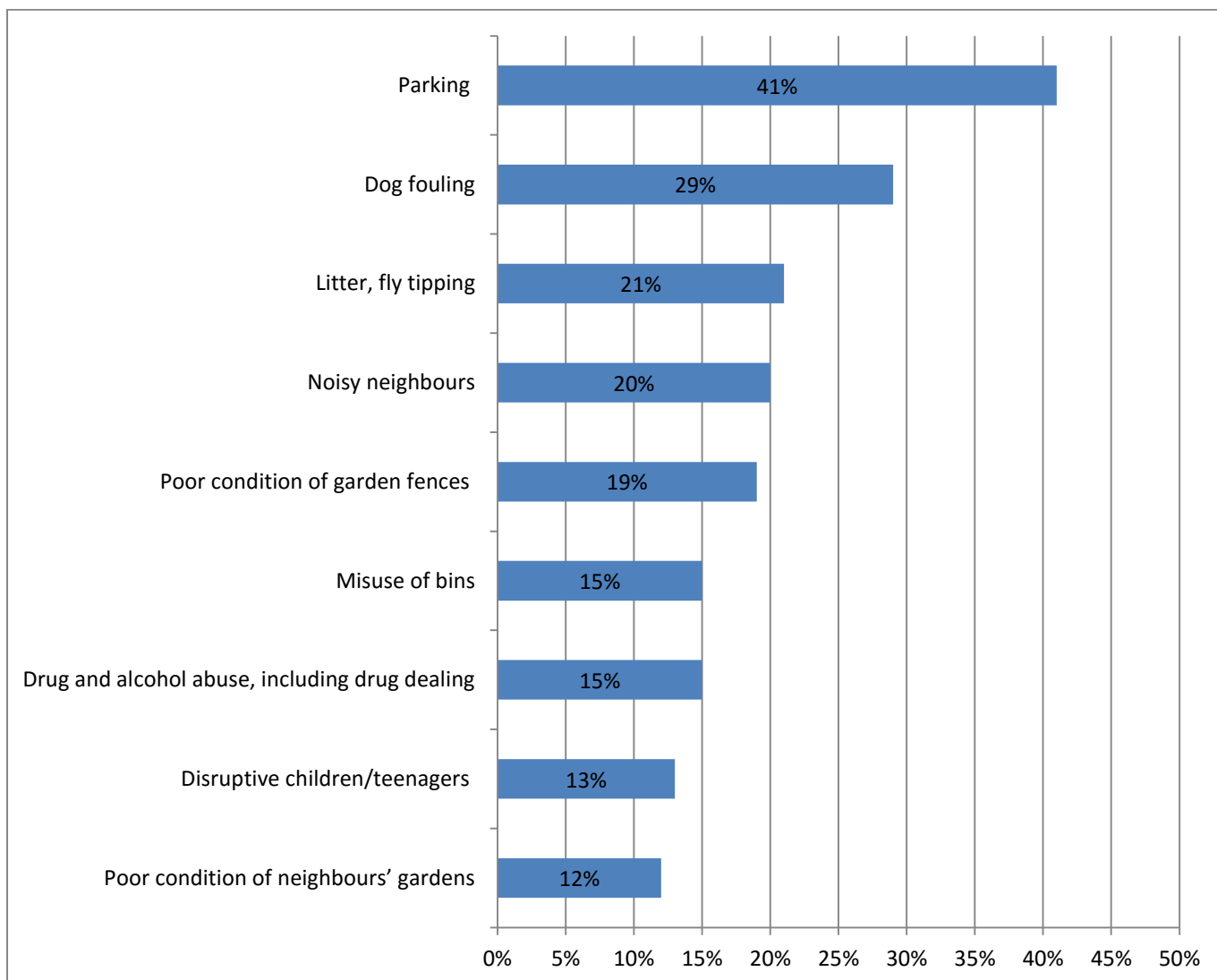


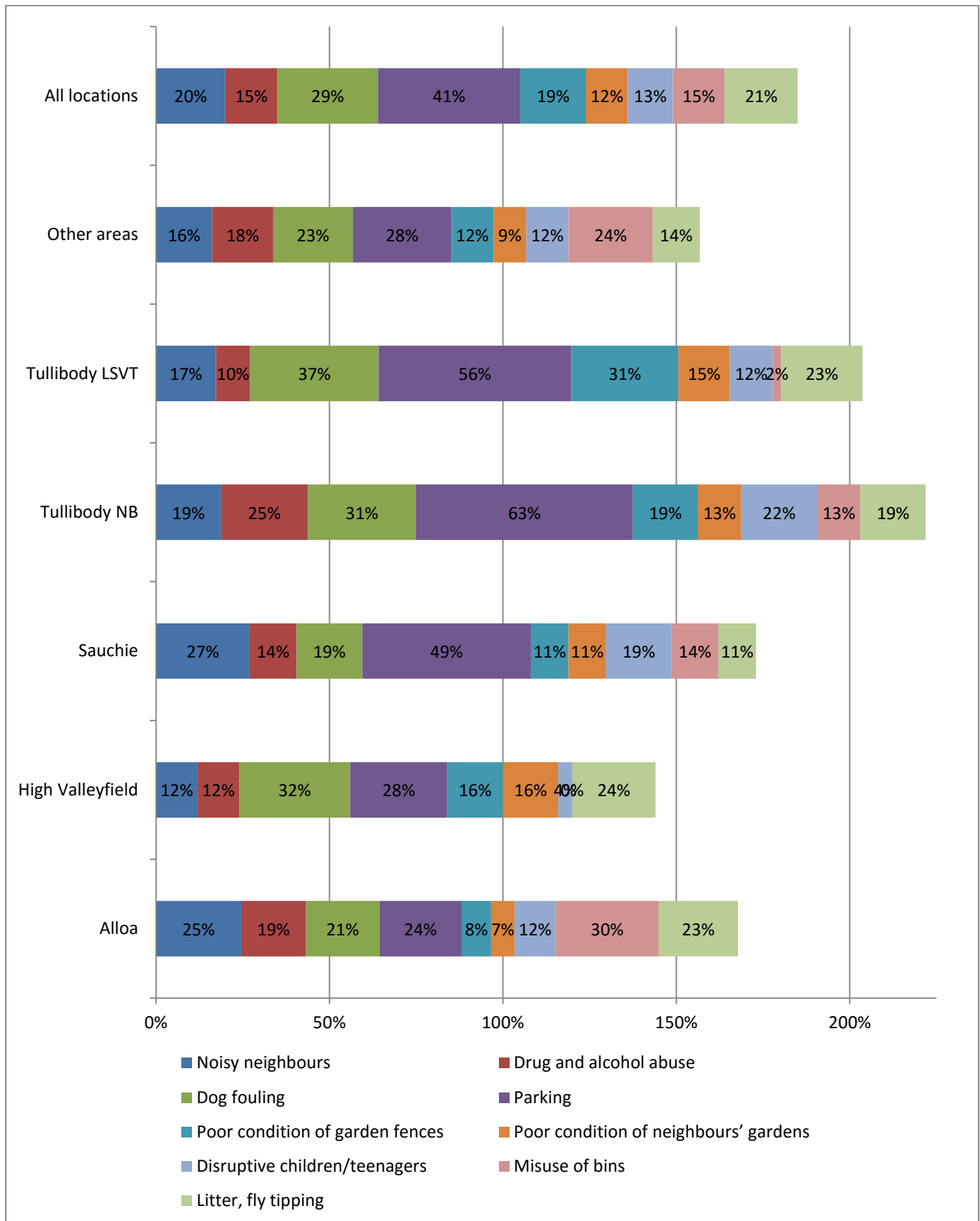
Figure 36 highlights the extent of the neighbourhood problems experienced in each location that is served by OVHA and shows that Tullibody NB and LSVT have the largest number of neighbourhood problems, and also (in several cases) the largest frequency of occurrence of these problems. For example, in Tullibody NB, 63% of tenants have highlighted a problem with car parking against an average figure (all locations) of 41%. In Tullibody LSTV, 56% of tenants have identified a problem with parking suggesting that in Tullibody, parking is almost double the problem that it is in any other stock areas.

The most significant problems in each location set out in figure 36 are:

- ✓ Tullibody NB – parking (63%), dog fouling (31%) and drug/alcohol abuse/selling (25%)
- ✓ Tullibody LSVT - parking (56%), dog fouling (37%) and litter/fly tipping (23%)
- ✓ Sauchie - parking (49%) and noisy neighbours (27%)
- ✓ Alloa – misuse of bins (30%), noisy neighbours (25%) and parking (24%)
- ✓ Other areas - parking (28%), dog fouling (23%) and misuse of bins (24%)
- ✓ High Valleyfield - dog fouling (32%), parking (28%) and litter/fly tipping (24%).

Figure 36 – Neighbourhood problems - extent by location (base 367 unweighted)

Q- Are any of the following a problem in your neighbourhood?

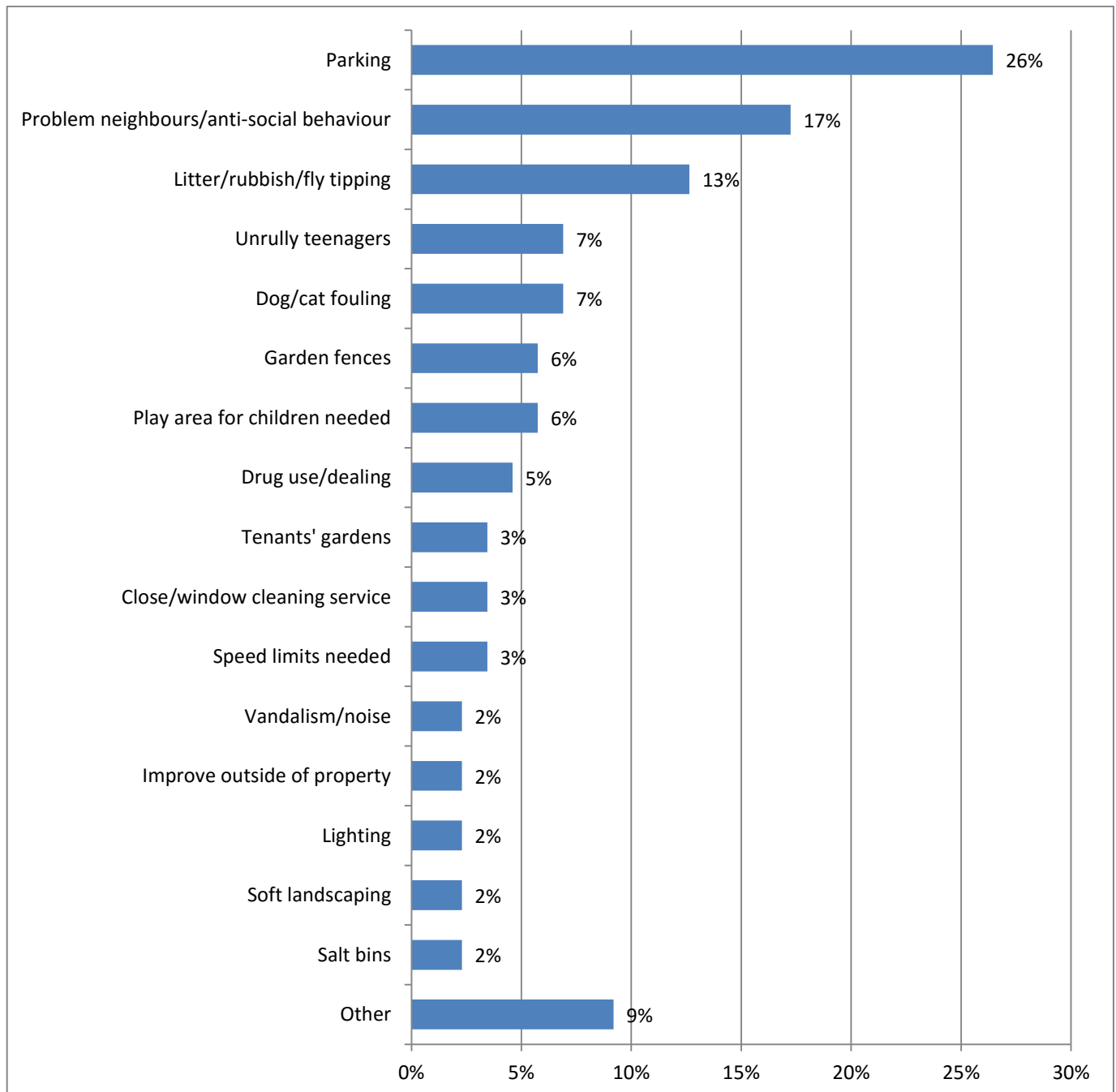


Neighbourhood improvement

Eighty seven tenants (24%) commented on aspects of their neighbourhood or estate that could be improved by Ochil View and a summary of the main topics raised is shown in figure 37, e.g. 26% of respondents identified parking as an item they would like to see addressed. The full list of 87 comments made on this item is set out in annex 4.

Figure 37: Key aspects of neighbourhood improvement (base 87)

Q- Is there anything in particular you would like Ochil View to improve about your neighbourhood or estate?



Value for Money

Tenant perspectives on value for money are shown in figure 38 and reveal that in 2016, 70% of tenants rate value for money of rents as either very or fairly good. Comparing the results for this question with those for 2013 shows a slight decline in this figure with 74% saying rent was 'good' value in 2013. The RSL average for value for money is shown as 76% and on this comparison, OVHA is performing 6% points poorer than the sector as a whole.

Figure 38 – Rent value for money (base 367 weighted)

Q- Taking into account the accommodation and services Ochil View Housing Association provides, do you think the rent for this property represents good or poor value for money? Is it...?

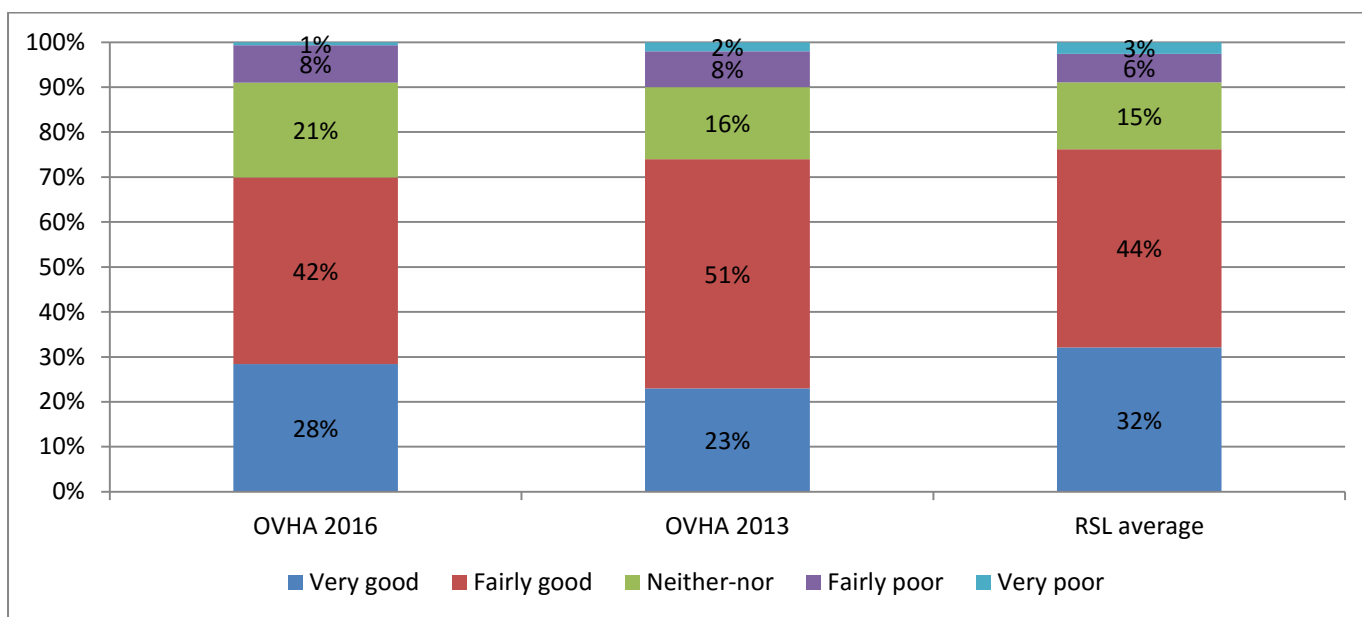


Table 7 illustrates rent value for money by customer type and shows that retired households and those receiving part HB/UC are the most satisfied with rent value (79% of both groups say rent is good value), whilst employed tenants (60% saying good value), households containing children (60%) and tenants paying full rent (61%) are less likely to say that rent is good value (and indeed, 14% of employed households rate rent as poor value).

Table 7 – Rent value for money by customer group (base 367 weighted)

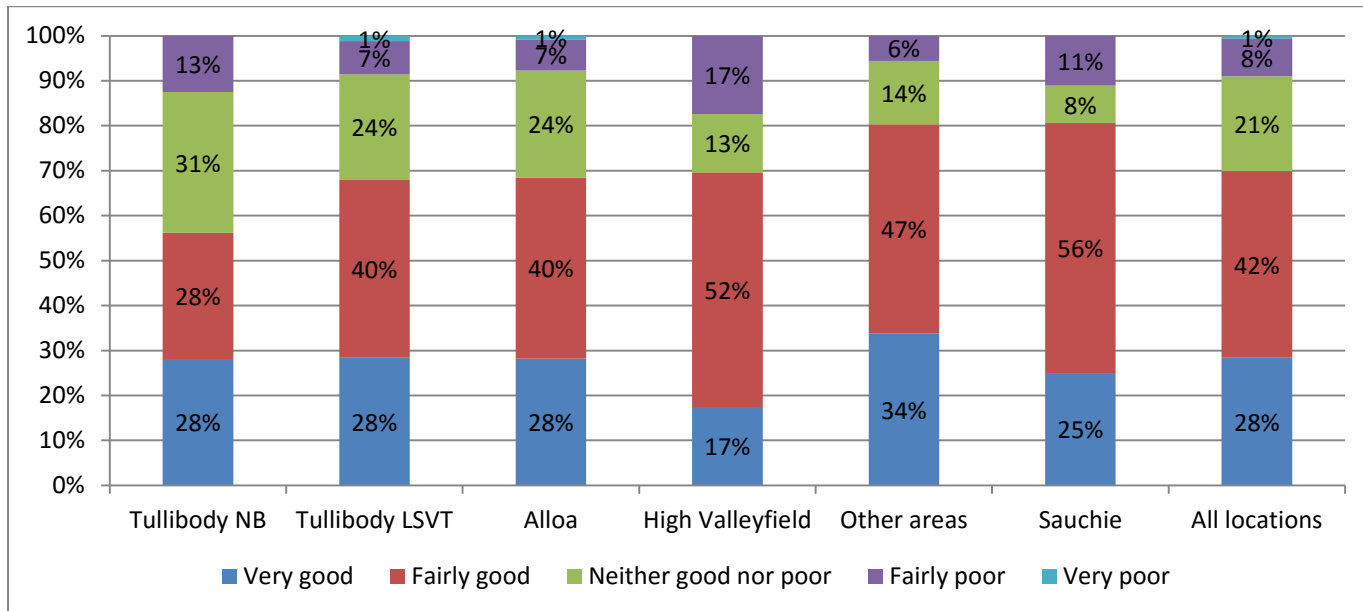
Q- Taking into account the accommodation and services Ochil View Housing Association provides, do you think the rent for this property represents good or poor value for money? Is it...?

Customer group	Very good	Fairly good	Neither-nor	Fairly poor	Very poor
Children in household	16%	44%	28%	9%	2%
No children in household	32%	39%	20%	8%	-
Employed	18%	42%	27%	12%	2%
Retired	36%	43%	18%	4%	-
Other not working	26%	41%	22%	10%	1%
Full HB/UC	40%	34%	19%	7%	1%
Part HB/UC	28%	51%	19%	2%	-
Full rent	17%	44%	24%	14%	1%
<u>All households</u>	<u>28%</u>	<u>42%</u>	<u>21%</u>	<u>8%</u>	<u>1%</u>

Value for money by location is shown in figure 39 and highlights that tenants living Sauchie and 'Other areas' (81% say rent is good value), are much more positive about rent-value than tenants living in Tullibody NB (56% say rent is good value).

Figure 39 – Rent value for money by location (base 367 unweighted)

Q- Taking into account the accommodation and services Ochil View Housing Association provides, do you think the rent for this property represents good or poor value for money? Is it...?

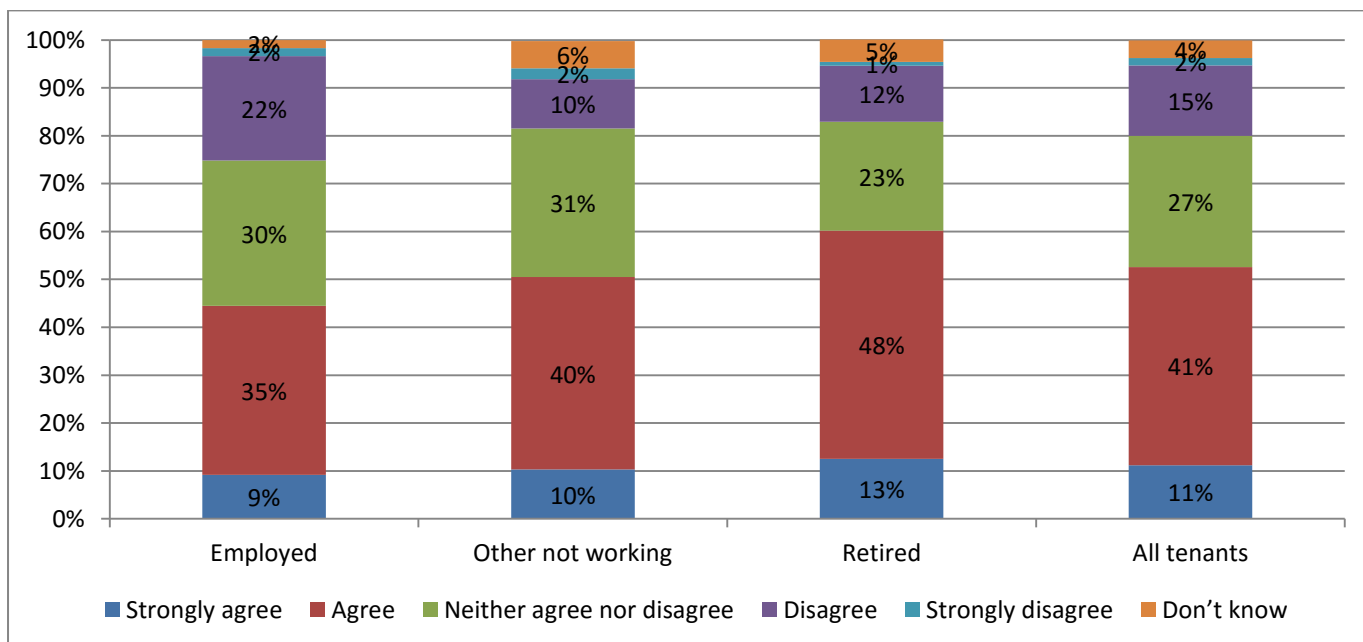


Rent affordability

Tenant perspectives on the affordability of rent are set out in figure 40 and show that on average, 52% of tenants agree that their rent is affordable whilst 17% disagree with this position. Employed tenants are the least likely to say that rent is affordable (44% agree) whilst retired tenants (61%) are the most likely to say that rent is affordable.

Figure 40 – Rent affordability by employment status (base 367 weighted)

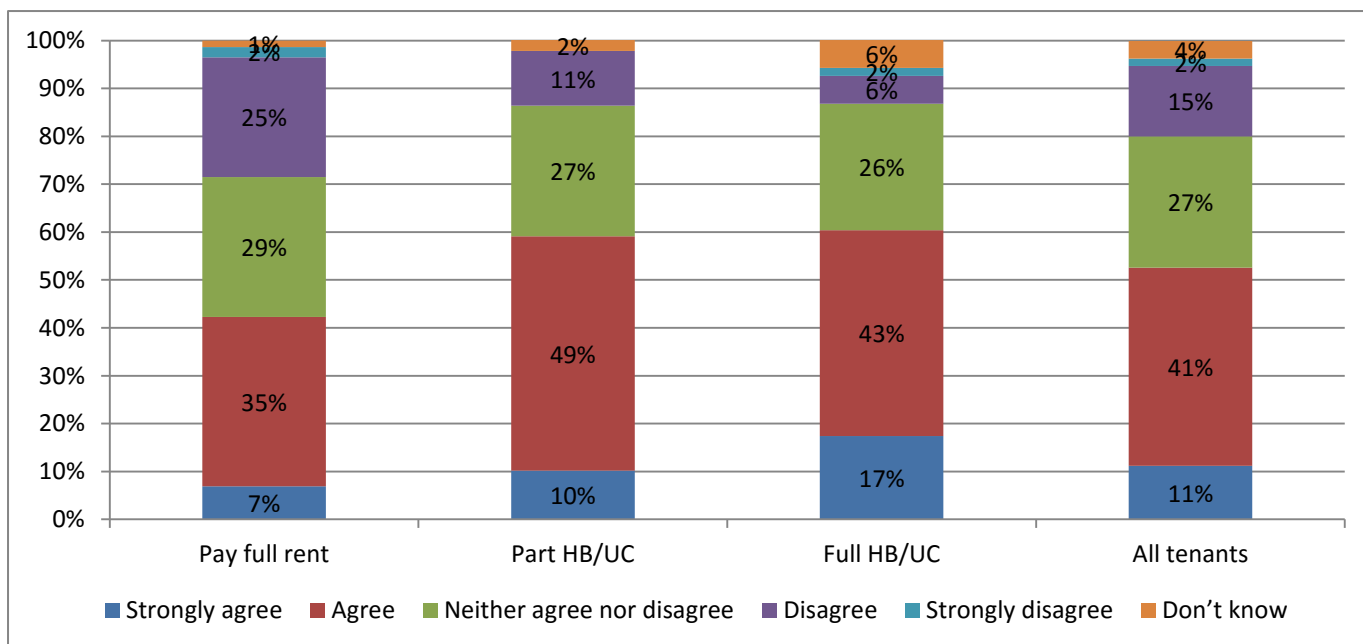
Q- Do you agree or disagree that your rent is affordable?



As might be anticipated, tenants in receipt of full HB/UC are the most likely to say that their rent is affordable (60% say rent is affordable), whilst the least likely tenants to agree on this measure are those paying full rent (42% say rent is affordable whilst 25% disagree) - (figure 41).

Figure 41 – Rent affordability by rent benefit status (base 367 weighted)

Q- Do you agree or disagree that your rent is affordable?



Annex 1 – Improving the housing service overall

Q2 – What would you like to be able to change or improve about the service you receive from Ochil View?

Service items to change or improve	Town
Better communication with repairs.	Alloa
Good communication with tenants to follow up with work done to satisfaction to tenant.	Alloa
I have one quibble- about main door entry into the block of flats (at street level) - my flat is directly opposite the main door. I have reported that main front door does not always lock tight shut. I have had no feedback from Ochil View, and street door still does not always dock adequately. Concerned because I'm elderly and hard of hearing.	Alloa
I would like gardening service to improve.	Alloa
I would like new bath and shower that I get in and out. Otherwise pleased with Ochil View.	Alloa
I would like them to take account the safety of the children living in their property.	Alloa
I would like to change the radiators.	Alloa
I would like to see more information on the Ochilview website.	Alloa
It seems either Ochil View or the contracts they have with other companies don't speak to each other. Communication is key!	Alloa
More done to deal with a problem neighbour.	Alloa
More understanding for older people i.e. pensioners.	Alloa
Notification of cancelled jobs.	Alloa
[Deal with] safety factors like lighting.	Alloa
Someone to check repairs when finished.	Alloa
Sometimes I wish they could stay open late once in a while. I am a shift worker work until 6am to 6pm so it's hard to contact them. Not allowed mobile phones in my job.	Alloa
The first thing is when people say they will phone you back, it's very rare they do. Home inspections at least twice a year, so that tenants can show any faults directly face to face, not only that, it will let Ochil View see the tenants that are not looking after their homes. Jobs getting done, after management telling me what was to happen still waiting nearly 18 months later.	Alloa
The staff on the front desk doesn't seem to be up to date with the knowledge on the information on support people require. Usually you have to go over their heads to get someone to take notice and get things done.	Alloa
The waiting time to get a call out checked if it's not urgent.	Alloa
To address antisocial behaviour of several tenants.	Alloa
Type of neighbour I get nearby; anti-social behaviour issues.	Alloa
Vetting of potential tenants being done.	Alloa
Weeds in back garden and gutters.	Alloa
When I give my address I would like to be flagged as a disabled adapted house so I don't have to explain this every time I report a repair, etc.	Alloa
When putting in a repair I would like it to be dealt with. If it can't be completed then a date made for the follow up / completion. Someone should also contact you to check repair is completed.	Alloa
When there is a complaint about security, i.e. front main door, it should be dealt with speedily. Said door has been unsafe for months. Also paintwork is a disgrace and the standard of cleaning is deplorable, especially with the new contractor, they don't do it even half properly.	Alloa
When you report about repairs, would be good if the repair was fully done. I am still waiting on a repair being fully fixed that I reported last December.	Alloa
Windows very bad in living room.	Alloa
Would be nice to be informed of the day tradesmen are coming to do work.	Alloa
Would like my heating system changed.	Alloa
Would like the gardeners to take time when cutting grass.	Alloa

Service items to change or improve	Town
Would like to be able to email with enquiries etc. as it's difficult to phone from work during office hours.	Alloa
Better, more efficient repairs service. Inspection of work when completed, inspections carried out of communal areas on a regular basis.	Alva
First thing that needs desperately changed - the windows. My windows throughout are a disgrace, the walls in the bedroom, bathroom and kitchen are all black. I have had to take the blinds which are not 2 years old; I had to take down because they were all black.	Blairhall
Guttering cleaned yearly. New double glazing windows. Draft proofing scheme.	Blairhall
Nothing, I'm fairly satisfied, however, don't understand why Ochil View need to ask Fife Council for permission on different things.	Blairhall
To get our tap fixed and our kitchen window fixed.	Blairhall
More landscaping and leaf clearance in autumn. Communal areas near my home are not being kept planted. Shabby look to this area, although regularly water plants and trees in spring and summer.	Dollar
I think a change should be made concerning heating breakdown. I is terrible, you have to wait 10 days to have your heating in sitting room repaired. For pensioner and ill people and children in winter time.	High Valleyfield
Not much but I would like them to do something with the unsightly shrub area at the front of my house in the garden area they look after, I've asked already but nothing has been done.	High Valleyfield
Parking!!!	High Valleyfield
Quicker response time for repairs.	High Valleyfield
It would be beneficial to all living in flats if tenants adhered to the rule of no wooden floors on upper levels. Makes living conditions unbearable at times. To respect tenants by not banging doors.	Menstrie
To be able to discuss problems and needs and be listened to and not repeatedly told that 'we haven't got the money' etc.	Menstrie
Didn't know about text messaging service, Facebook page (although I refuse to use Facebook), your website, and email communication.	Newmills
Deal with problem tenants. I pay sweet to live in this hell hole of a street. Ochil view don't seem to like dealing with the tough nuts very much; however come down like a ton of bricks on the law abiding/rent paying /garden conscious/ home conscious tenants.	No data
Numerous things - to inspect properties more often ie closes and cupboards surrounding areas. Come visit sometimes too.	Oakley
We wouldn't change anything at the present time except the parking spaces at Connelly Court Oakley due to inconsiderate use of spaces by people not connected to the houses in question.	Oakley
Advice prior to day they are closing for staff training.	Sauchie
Appointments for repairs.	Sauchie
I would like to see more action (visible) taken against the households that are using Kippen Place as a dumping ground. Action against the way young children are left to run around unattended by the above mentioned families. The amount of visitors to Kippen Place is very dissatisfying; action needs to be taken against the individuals. It is always the same households that make Kippen Place a nightmare at times.	Sauchie
Landscape gardeners don't always cut my back garden grass as they say I'm not on their contract.	Sauchie
More monitoring of residents and careful allocation of houses to suitable residents.	Sauchie
More openness and transparency.	Sauchie
More support for issues or concerns.	Sauchie
Online view of my rent account.	Sauchie
The parking in the street with vans and cars from the garage, they park at blind spots, the vans in the street are residents, also not happy that we can't buy anymore.	Sauchie
To be able to cut grass at front of house as gardeners don't come often enough. Would need storage space for a lawnmower however.	Sauchie

Service items to change or improve	Town
Would like closer scrutiny of contractors that they are not dragging out a repair, to eventually change the part that the tenant said needed changed from the start.	Sauchie
A local housing office.	Tillicoultry
Follow up on reported items like damp patch on ceiling	Tillicoultry
Received information 10.5.16, today, Ochil View Housing thought my property had already had an overhead shower installed before my tenancy now I have to wait until 2017. Why?	Tillicoultry
Better insulation needed. Gap under flooring needs fixed. Flat is cold.	Tullibody LSVT
For major improvement work like new kitchen, bathroom or windows. I would like to see more visits from Ochil View personnel to check the quality of the work done and after the work being carried out.	Tullibody LSVT
I cannot attend any tenants meetings; my work gets in the way.	Tullibody LSVT
I think when a repair is carried to at your home there should be someone from Ochilview out to inspect the repairs have been done to standards.	Tullibody LSVT
I think you could improve on the service to be a wee bit quicker on maintenance than 10 days and come out on the day they say.	Tullibody LSVT
I would actually prefer it if you sent an appropriate workman out to have a look at any repairs I need done instead of refusing to send someone out. (i.e. dampness in my kitchen coming from bathroom). Just had my kitchen refitted, put new wallpaper up.	Tullibody LSVT
If they could phone or contact you to see if query has been solved.	Tullibody LSVT
In the past few years, I have needed a couple of repairs carried out. Mainly plumbing tasks sorting water taps. After a few unsuccessful attempts, I gave up as I do not rate the standard of workmanship from the appointed contractor.	Tullibody LSVT
Longer opening hours	Tullibody LSVT
Make gardens into parking places, give people option.	Tullibody LSVT
More improvement on your repair time.	Tullibody LSVT
More sympathetic towards its tenants. I feel the houses could be improved especially when we plan on living here for years to come (plastered, new skirting, new doors- interior and exterior - shower fitted, kitchens with enough storage and new up to date bunkers).	Tullibody LSVT
Repairs being able to be carried out with 9-5 or at weekends as this would help working people or being able to arrange for days off or times.	Tullibody LSVT
They should update properties more often.	Tullibody LSVT
Times on getting things fixed and renewed i.e. kitchens (I've been in this house 12 years and I've still to wait another 3 years before I get a new one).	Tullibody LSVT
Would like genuine complaints to be investigated and dealt with.	Tullibody LSVT
Better customer service returning phone calls when said would.	Tullibody NB
Better information about jobs waiting to be done. Not a letter saying work will be completed in 10 days.	Tullibody NB
Communication with tenants over issued raised with Ochil View needs to be improved.	Tullibody NB
Contractors contacted by Ochil View. Random checks when work getting done.	Tullibody NB
I really need new windows in the winter it is very cold, draught common in the windows.	Tullibody NB
If messages were passed on by whoever answers the phone some repairs are not even noted down. Sometimes phone calls are not returned.	Tullibody NB
Lower hedges. More old school court.	Tullibody NB
The waiting time to get a call out checked if it's not urgent.	Tullibody NB
Would like to receive uplifts for large goods - Also would like to receive the option to have your grass cut as some people can't afford a lawnmower.	Tullibody NB

Annex 2 – Improving the inside or outside of the home

Q15 – Is there anything else that you want to have improved about the inside or outside of your home including any common or shared areas?

Housing improvements	Town
A place to put bins as there is not enough space to move bins on small path at side of house.	Alloa
Area outside at buckets too much rubbish lying, i.e. bed couch.	Alloa
Bathroom tiling - grout falling out due to age. Skirting - rotting due to damp.	Alloa
Bathroom.	Alloa
Bin store area; there are a few tenants just put anything in the bins and everyone then gets a letter and I don't think that is fair.	Alloa
Blue bins outside flat should have been in more secluded space, previously under review but nothing came out of it.	Alloa
Common outside windows do not get cleaned i.e. flat outside stair windows. Very creaky floorboards.	Alloa
External lights.	Alloa
I would like to install a shower in the upstairs bathroom. This would facilitate rinsing baths and help with daily use.	Alloa
Install a shower and I'll be happy with everything else.	Alloa
Installation wet room, bathroom, and disabled access.	Alloa
Kitchen cupboard doors; bedroom shelving, bedroom double doors.	Alloa
Kitchen cupboards need fixed. Banister at stairs does not feel safe. Garden fences need replaced. I live in between dog owners and my daughter does not feel safe.	Alloa
Like to see radiators changed.	Alloa
More cleaning in the common area especially at the waste bins. Left too long; attracts vermin. Gas meter boxes are not secure.	Alloa
More shelving in my bedroom.	Alloa
More storage in my kitchen and extra worktop space as it's cramped.	Alloa
Our back garden has very uneven stones at the drying green. Very unsafe for disabled and older people.	Alloa
Outside my door, flooring in close needs fixed. Very uneven. Been reported but nothing been done.	Alloa
Outside of my garden - fence put up to end of my side wall so kids, dogs etc. can't just walk all over it leaving rubbish and dog poo over it. Constantly cleaning up. If it was just front end bit it would be easier to maintain.	Alloa
Overgrown tree in back area. 3 feet away from window and towering over the building.	Alloa
Parts of floor in close are breaking up. Could become dangerous, just needs removing.	Alloa
People miss most of the garden, especially in the summer time. You should cut part of bushes, make more benches.	Alloa
Photovoltaic solar panels. To help reduce fuel costs. Fencing around houses as it's too open.	Alloa
Repair the stair. Clean behind the fences as there is litter. Security / lighting at the side of building.	Alloa
That information about unwanted items of rubbish, mattresses, etc. in rubbish collection areas e.g. a small notice beside bins.	Alloa
The bin areas. Bins marked clearly so we use correct one and cleared of leaves.	Alloa
The drying green area is needing upgraded	Alloa
The fences could be higher and modernised, quite a few people with pets. Plus if Ochil View done this it would make it look all in uniform and the same.	Alloa
The kitchen is a nice size but for storage - not enough units to put food or storing stuff.	Alloa
The outside areas are never cleaned unless we do it ourselves. The bin area is a dirty mess	Alloa

Housing improvements	Town
again unless we do it.	
The outside of my property could be cleaned up more as it never gets done. Inside my heating could be improved.	Alloa
The radiators and front door.	Alloa
The tiles on the roof are falling off and the drains smell.	Alloa
The walkway on our building is in a terrible condition	Alloa
When main entry door faulty it should be repaired sooner	Alloa
Would be good to have a communal satellite dish and system upgrade to improve TV signal.	Alloa
Would like to improve the close door.	Alloa
Would like to know if there is wall insulation.	Alloa
Yes, a play area for kids.	Alloa
Improve the landscaping as current contractors not keeping area to same standard as in the past. Enforcing rules for communal areas such as not throwing food into the parking area, closing gates at night, not smashing gates against walls, when opening them when they are closed. Not using other residents' bins etc. Taking your turn to clean stairwell, sending letters makes no difference as they are ignored.	Alva
2 trees in my garden are not in good condition and need to be cut down in some bits, there are huge roots that are going down and under the house.	Blairhall
The outside security lighting could be improved.	Blairhall
We have a toddler and son with special needs and don't have a front fence at all.	Blairhall
Just a bigger fence up round the back. I'm fed up of stuff getting broken because of footballs. It would be nice to have some privacy.	Cambus
Cutting down trees, they are growing in my garden and under my slabs.	Dollar
Small upper step to my front door is hazardous, why was it put there? I and visitors of all ages have stumbled on it, especially in frosty weather. Have twisted ankle in past because of this stumbling block. LED light fitted above no. 13 Mitchell Court is too strong, shines into bedroom at night through curtains.	Dollar
Trees are a menace (action may be in hand to remedy) - Growing too tall, blocking views and sunlight, roots uplifting paving and lawn areas, calling autumn leaves area slipping hazard for the elderly.	Dollar
Yes, I got windows sorted in bedroom because it did not open. Sorted bottom part sash not top - it does not open.	Dollar
The door to the close needs repaired or removed.	Fishcross
I don't think it's right not to have windows in the toilet. The water runs down the wall when you shower.	High Valleyfield
Leaves blown onto the ground need cleared up more frequently.	High Valleyfield
My living rooms are floor to ceiling windows which makes my living room cold and every fortnight I have to go round the sills that are on the floor because that goes mouldy.	High Valleyfield
My next door neighbour back garden is like a swamp. Has been for years when it rains been reported as many times. The parking area was reported last year, nothing been done about it, 3 of us sent a letter about it.	High Valleyfield
Only the common area at the front of my house is such a mess.	High Valleyfield
Parking on Preston Crescent is a major concern. A number of cars have been keyed because of parking in our street. We have a large grass area across from us that could be used to improve the parking situation.	High Valleyfield
Path to bungalows need relaying as some slabs have subsided and are causing a trip hazard. Security camera in parking area. Residents' only parking spaces.	High Valleyfield
When it rains water collects in the area that the bins are the only way to take them out.	High Valleyfield
Windows.	High Valleyfield
Close needs painting.	Menstrie

Housing improvements	Town
Garden is mud. Offered to buy slabs and pay for them to be fitted (were being removed from neighbour's garden) but they threw them in the skip.	Menstrie
It should be made clear to all tenants that the garden is shared and the drying area could be improved.	Menstrie
Shared close area is not cleaned regularly by all responsible tenants despite having letters sent with clear cleaning times.	Menstrie
Stairways left clutter free and no smoking.	Menstrie
Where they have replaced boiler and extractor fan. Gaps due to different sizes from old stuff.	Menstrie
Fencing in front garden and fitting gates to front entry paths and drive. This is because of kids and postman and visitors to neighbours using my front garden as if it were their own path.	Newmills
The lighting outside going up to my front door is very poor.	Newmills
Fencing between gardens - especially when garden next door is a mess! Take care of wasteland that grows into my hard enough to keep hilly garden. Get harder on tenants who won't keep gardens tidy and waste free.	No data
Open gardens allow kids to do as they please all gardens should be fenced off as kids play in gardens that are not theirs	No data
As I said the doors are a pain, they get left open with people with kids etc. Tenants to look after their property better. Back fence to get closed off as bins get taken all the time. Nothing to call your own. Everything gets pinched.	Oakley
Garden outside property of the side there are a lot of brambles that come through the fence into garden.	Oakley
Having a gate at side of building to stop the bins being stolen.	Oakley
Common area more friendly.	Sauchie
Gutters badly need cleaned.	Sauchie
I would like that each residents had allocated parking space, sometimes I have a problem with parking my car.	Sauchie
Play area for children as they currently play in car park causing numerous problems that Ochil View does not deal with.	Sauchie
Sound proofing between floors much needed.	Sauchie
Soundproofing walls. I shudder when neighbour closes door.	Sauchie
The constant build up of household waste from various flats within Kippen Place is becoming an eyesore. This is at times a risk as children are playing with these items and are leaving them on the road. I have been forced on numerous occasions to get out my car to just move items to allow myself to get to work etc. It is the same households every time.	Sauchie
The fences and gates that were recently installed if both our cars are in our driveway our disabled son who uses a wheelchair, walker doesn't have room to leave.	Sauchie
The hedge at the other side of my property.	Sauchie
Better bin store area.	Tillicoultry
Shower priority due to health condition received help with decoration when moved in. Unable to receive varnish from supplier, no paintwork in the house; why?	Tillicoultry
Adjoining fences between houses. They are corroded and a danger to pets and kids. Apparently they are not covered by new fencing schemes.	Tullibody LSVT
Being disabled I find it hard to access my drive due to other people's parking	Tullibody LSVT
Boundary fence, solar panels and new radiators.	Tullibody LSVT
External door lock needs replaced. Poor drainage of rainwater at entrance and in gutters.	Tullibody LSVT
Fence for back garden.	Tullibody LSVT
Fence in back garden leading to spare bit ground posts rotting. A fence is falling down.	Tullibody LSVT
Gate fixed.	Tullibody LSVT
Internal doors, including cupboard doors, replacing radiators.	Tullibody LSVT
Just the shower area as the water still leaks under the doors and we still have to take in a mop	Tullibody LSVT

Housing improvements	Town
when you have a shower. I did report this last year.	
New roofs would make a vast improvement in Alloa Road. The flats in Alloa Road have had new roofs replaced and this spoils the overall effect in the street.	Tullibody LSVT
Parking is a nightmare it would be good to get help with this. Need more kitchen cupboards.	Tullibody LSVT
Radiators are looking a mess since I moved in. Scratches plus some dials to change temperature have fallen off.	Tullibody LSVT
Retaining wall in disrepair (back garden). Back path uneven surface.	Tullibody LSVT
Shared close painted and lighting installed for winter in close and front door.	Tullibody LSVT
Skirting must have at least 15+ years of gloss on them, also about 5 layers of wallpaper. Radiators are dated. Also internal walls need plastered as quality a disgrace.	Tullibody LSVT
Some way to ensure people maintain their garages that are behind our back garden - pieces are constantly blowing into our garden. Also some way of preventing young children playing on or around the garages.	Tullibody LSVT
Steps at front have a hole.	Tullibody LSVT
The opportunity to have a drive or at least the offer of financial help to lower the kerb as future tenants would benefit from it as parking in the street is a nightmare and my car has been hit.	Tullibody LSVT
Too many work vans parked in street, no space for cars to park.	Tullibody LSVT
Tumble drier still not vented into wall even although I have called several times. During kitchen upgrade, freezer was switched off and defrosted. No compensation has been arranged.	Tullibody LSVT
Walls and ceilings need to be plastered.	Tullibody LSVT
Windows bad for condensation black spots growing on the handles which are meant to be silver but its flaking off. New kitchen been put in but the materials used are already breaking.	Tullibody LSVT
Would like a fence at the back garden. A better fence and gate would offer more security and less chance for rubbish to accumulate in the garden	Tullibody LSVT
Would like to have corrugated plastic sheets made into a lean-to in the back garden. Somewhere I can sit privately and quietly whether it rains or not. Is this something we must do ourselves? Do we need permission?	Tullibody LSVT
A fence outside my living and bedroom windows would be good, to keep the dogs off the grass and stop children looking and tapping at the windows.	Tullibody NB
Grass cut, the litter blowing from the flats' bins.	Tullibody NB
Kitchen and front door.	Tullibody NB
Lower the hedges at the parking area - too high you can't see traffic coming.	Tullibody NB
More cupboard space in kitchen.	Tullibody NB
New kitchens boilers and external doors.	Tullibody NB
Shrubs very overgrown.	Tullibody NB
The drying area paths need improved as they are a safety hazard for elderly tenants.	Tullibody NB
Wood on front and back of house. Back door lock, internal door handles.	Tullibody NB

Annex 3 – Repair service improvements

Q19. Is there anything that you feel could be improved about the repairs service?

Repair service improvements	Town
Being given a date for standard repairs. At the moment it's any time within a 10 day period	Alloa
Communication between Ochil View themselves; also between contractors doing repairs and tenants!	Alloa
Courtesy and respect is needed and consideration for household pets.	Alloa
Feedback to confirm inspection or repair carried out.	Alloa
From when you speak to Ochil view person on the phone to them reporting it to McDougal. McDougal should then always call you to arrange a time to come to your home and not just chance it by turning up.	Alloa
Housing inspector should check work done.	Alloa
I don't like my bathtub enclosures.	Alloa
I had a leak from bathroom down into my hall and the leak wasn't caused by myself. The repair to the ceiling wasn't very good.	Alloa
I think waiting on over a year for repair is very poor and phoning up about it lots due to this I had to replace my flooring in kitchen.	Alloa
I was never told when workmen would arrive. I have to call to enquire.	Alloa
Inspection of repairs to make sure they have been completed properly.	Alloa
Joiner told me I needed a new lock on back door and that he would report it back. Waiting a month now with no contact. They should be chasing up.	Alloa
Less lead time, too long for repair to be carried out, i.e. six weeks for a door repair.	Alloa
Make sure the repair is finished on the time frame you get. I am still waiting since last December on my ceiling being sorted.	Alloa
Not to take so long to complete a job line and to arrive when they say they will.	Alloa
Radiators [repaired?].	Alloa
Repair quicker than waiting 10 days.	Alloa
Should have a time when coming.	Alloa
Sometimes wish they could be a bit quicker to carry out a repair.	Alloa
Sorting the boiler to make sure it works and that the right thing is fixed. Sorting the door entry system and getting it fixed again for residents safety.	Alloa
Ensure tradesmen tidy up after themselves. Ensure tradesmen turn up for appointments. Keep tenants better informed of what is happening regarding repairs.	Alva
When ceilings are damaged due to water etc and they have Artex, it shouldn't be up to the tenant to repair it themselves if the Artex was inherited when they moved into the property.	Blairhall
Communication between your departments. We had smoke alarms that were not working. Your works department didn't have the parts i.e. new smoke alarms in their vans. We were left for a number of months without smoke alarms and the department which deals with repairs was unaware of this until informed by us.	High Valleyfield
Maybe if you ask for a call before someone comes because you work then they actually do it instead of just turning up.	High Valleyfield
They need to listen as my problem hasn't been resolved.	High Valleyfield
A better selection of spare parts carried by tradesmen but realise they could not carry a full range in their vehicles or could they?	Menstrie
Plumbing repairs should be checked within 2 weeks after repair.	Menstrie
The work should be inspected when complete and tenants' views listened to all the time.	Menstrie
Boilers breaking down too often.	No data
Yes, give tenants time to be at home or weekends. I work and it's hard to fit around day times.	Oakley
Better quality repair-front door repaired but still whistling when windy.	Sauchie

Repair service improvements	Town
It was a toilet handle, which was put on wrong; the red bit is showing when it's empty and a different handle.	Sauchie
Notification when repairs will be carried out. Came home to notes saying they have been.	Sauchie
I feel workmen should clean up everything not just sweep into a corner.	Tillicoultry
Several times lately have had a note in letter box when I did not expect workers and wrong information about work.	Tillicoultry
Be good to book an appointment.	Tullibody LSVT
Better communication with workers.	Tullibody LSVT
Don't see why we have to phone contractor as well as Ochil View. Ochil View should make the appointment for you. My last repair was reported to Ochil View, then I had to phone contractor.	Tullibody LSVT
Felt like by signing a disclosure form, the workers were less careful of our property and possessions. It protects workers from tenants but it's the tenants who have no fall back if damage is done.	Tullibody LSVT
In winter when boiler broke down it took about a week to order and fit parts which was a bit too long. We had electric heating but no hot water which made things difficult with 2 small children	Tullibody LSVT
Make sure work is done.	Tullibody LSVT
McDougal makes the repair but has to come back to the repair to make it right.	Tullibody LSVT
Never come back to sort repairs they made with shower on my coving.	Tullibody LSVT
Only had 1 bad workman in 18 years. He was grumpy and dumped a unit that I had beside my boiler in the hall which then broke. If he had asked me I would of moved it for him.	Tullibody LSVT
Shorter time waiting and it would be easier to make appointments.	Tullibody LSVT
Standard of work don't feel is up to standard, plastering etc. journey work when fitting wet room etc. had them back several times!	Tullibody LSVT
Still waiting for hot water after 8 years. Never had a bath since we moved in, being told that's okay as we have shower. Unit not good.	Tullibody LSVT
The person carrying out the repair shouldn't be looking to do the quickest or easiest remedy then leaving tenants with the job not being successful whether that's immediately or the problem returns in an hour or in 2 days' time.	Tullibody LSVT
Work should be completed or noted when phoned.	Tullibody LSVT
Yes, they should come out on time and the day they say.	Tullibody LSVT
I requested a hand bar in my shower and it took 2 phone calls before my message was passed on.	Tullibody NB
Need fully qualified trades sent to complete jobs; also work should be done at first visit, not after multiple visits	Tullibody NB
Quicker response and take in the feelings of the tenant.	Tullibody NB
Quicker response to reports of repairs.	Tullibody NB
Same as before; the time it takes to get a general repair date.	Tullibody NB

Annex 4 – Neighbourhood/estate improvement

Q30. Is there anything in particular you would like Ochil View to improve about your neighbourhood or estate?

Neighbourhood or estate improvement	Town
Be harsher on problem neighbours	Alloa
Before contracts are given more checks should be made e.g. how competent contractor is, and not just how cheap they are.	Alloa
Cleared driveway signs for allocated houses. Make residents aware their visitors cannot park in others driveways or block them off. Clear 'Keep Clear' signs.	Alloa
Earl of Mar Court. I still believe there should be a road sign of how many MPH is allowed. So many people speed in and out of the street. Which is pointless that it is roughly only 50 yards long? I feel this is dangerous for people getting in and out cars and pedestrians. As well as other car users as road is fairly narrow.	Alloa
Every street in UK has its problems. Ours is no exception, but the amount of cars that visit certain individuals and as stated as before, carry out blatant work on the side to them and they don't work. Then Ochil View post you a letter to say rent go up. These people get away scot free!	Alloa
I reported a needle which had been left in the common close area. I feel nothing was done about it even although they know which neighbour it came from.	Alloa
It would be good to have extra salt tubs for the winter as one is not enough. It would help down at the bottom of Ashgrove.	Alloa
Just more parking.	Alloa
Just parking please.	Alloa
Letting us neighbours know what is allowed before involving police. What is the policy if you think there are drugs or drink related goings on.	Alloa
Litter bins and dog bins might encourage residents and passers-by to use said things and stop mess.	Alloa
One neighbour uses 3 parking spaces most days. Sometimes 4 when he brings his Porsche home. Parking from this family is dangerous and emergency services would be delayed getting through.	Alloa
Overgrown trees	Alloa
Play area for kids.	Alloa
Provide better close cleaning services. Vet tenants before they move in. Stop putting young people in who don't respect others.	Alloa
Put a light at the wall between the walkway to the drying green	Alloa
Stop putting alcoholic and drug users/ dealers into the area. I have reported drug misuse but Ochil View dismisses it altogether; ended up going to Police.	Alloa
Stop school kids using street as a short cut going to and from shops and lunch time. Doors are being knocked, noise and litter.	Alloa
The area has lot of cats who pollute regularly my front garden and the area under my window.	Alloa
The grits bin needs a lock on it so the kids in the blocks don't empty it.	Alloa
The street can be nice but children trample and pull out plants freshly planted. They also use the area where large rocks are to congregate at all times. I have no issues with children playing but they tend to litter and destroy the plants and can be very noisy. Sometimes very late at night, ball games are the worst constantly hitting house windows and cars.	Alloa
To have a neighbourhood watch in my area. Good tenant partnership.	Alloa
View the bin area more often and try to find out who is dumping rubbish.	Alloa
We were assured when enquiring about this flat that only over 55s were housed here. That was and is a lie as there are several young people with children and two mentally unfit men with full time carers who live in the complex. In our block we had to put up with screaming, shouting for months and a carpet, which is never cleaned, installed without our knowledge.	Alloa

Neighbourhood or estate improvement	Town
Ensure residents close the gates at night and do not smash them against walls when opening them. Ensure residents don't throw food into communal area or use others' bins. Consult with Council and Police on the issue of illegal pavement parking at entrance to flats. Reduce traffic noise by installing better more soundproof windows.	Alva
Garden fences. Communal areas surrounding the car park very poor.	Blairhall
Get onto the lazy buggers whose gardens are 'cowps'.	Blairhall
The guttering and windows.	Blairhall
The tidiness of the street.	Blairhall
Parking	Cambus
Stop putting bullying families /relations nearby to each other, the women, in particular can 'gang up' and make vulnerable/ lone people's lives a misery i.e. shouting, slandering, assaulting! I have experienced all. Police were called.	Dollar
Amount of litter in park across the road.	High Valleyfield
Dog fouling at the top of our garden.	High Valleyfield
I have a communal garden but I wish Ochil View would put fencing up in our back garden as my living room faces the back garden and I have 2 floors to ceiling windows and there's no privacy whatsoever.	High Valleyfield
Put house numbers on car park spaces and resident only parking signs. Antisocial and nuisance neighbours should be looked into more severely.	High Valleyfield
Already stated close cleaning.	Menstrie
Can we put up a small shed?	Menstrie
Does Ochil View clean stairs? How often are windows cleaned? Would request a chart in close to let us know when cleaned?	Menstrie
We live in a cul-de-sac and the main issue other than parking is some drivers speeding in and out of the estate so speed bumps would be beneficial but realise this is a Council problem and not OVHA and as it is not a main through route, Council will not lay down speed bumps.	Menstrie
Ball games and children abusing garden areas, no one complains as you get abused on social media No Ball Game signs	No data
The Braes is a disgrace. I'm ashamed to live in it and mortified when I get visitors - The gardens are messy, with rubbish and unkempt - spray painting on a building...I mean really! I want out.	No data
Do more checks to the properties. Watch who you put in the flats, I think they are for single working people, older people or married people but no children.	Oakley
Old furniture left in garden area by tenant who moves out of neighbourhood to be removed i.e. old carpets, units, mattresses in garden or threw over fences to woodland at back of houses.	Oakley
Parking!	Oakley
Accepting our complaints and acting on them. I find completely reprehensible if a person unwilling to give name to Ochil View no action should be taken.	Sauchie
Continual dog fouling. Drinking outside. Children treating car park as if it's a playground. Would like all these points dealt with promptly and permanently.	Sauchie
Deal with antisocial behaviour and dumping of rubbish in communal area which has been going on for the last 3 years; also drug problem.	Sauchie
I would like that the children not kicking the balls on the walls, windows and cars.	Sauchie
Kippen Place needs more time to be spent/ more action to be taken against tenants. As it is, the same tenants that have Police on a weekly basis dump household waste have children playing unattended and running through the parked cars. There have been numerous cars damaged by children.	Sauchie
More parking spaces.	Sauchie
Neighbour's bin areas; new neighbour moved in and their area is a mess.	Sauchie
Neighbours complaining about children playing outside, need somewhere or something for them to play in.	Sauchie
Noise from Sauchie hall weekend drunkenness.	Sauchie

Neighbourhood or estate improvement	Town
Stop Vauxhall garage employees and customers using as car park and stop using access from main road to cul-de-sac for deliveries and parking.	Sauchie
The new fences gates are a bit of a pain but we understand there isn't a lot that can be done.	Sauchie
Nothing ever seems to be done, we have a lot of people who don't pay rent, and they think it acceptable to be shouting, swearing, fighting, and banging doors at all hours of the night!!!	Tillicoultry
Again adjoining fences between properties.	Tullibody LSVT
Cars parked on both sides of the street make it hard to get in and out our drive. The man next door sorts cars and can have a lot waiting for his attention. He has 2 cars himself. It is murder most days.	Tullibody LSVT
Certain families causing issues for others in the area. Their kids disrespectful to others and their property. Police been called at all hours for noise and fighting.	Tullibody LSVT
Decent discount shops. We need a discount shop.	Tullibody LSVT
Driveways.	Tullibody LSVT
Fences need improved.	Tullibody LSVT
I feel Ochil View jump on me if I have rubbish to take myself to tip or grass starting to get long. I get letters to scare me into fixing the mess. I DO WORK and only time is weekends and as it is Scotland, weather not so good. Other neighbours have had rubbish in garden for 3 months now.	Tullibody LSVT
In our street nearly everyone has 2 or more cars. Causes problems if visitors cannot park nearby. Children run out between cars or they park their cars on pavement.	Tullibody LSVT
More parking.	Tullibody LSVT
Need to do something about parking - We have cars and vans parking on corners and pavements.	Tullibody LSVT
Not enough parking spaces in street; sometimes cannot get parked.	Tullibody LSVT
Parking and road and path surfaces are very poor. I have tripped a few times. Pavements are terrible at 102 The Braes.	Tullibody LSVT
Parking.	Tullibody LSVT
Play park on this side as the closest one is over a main road.	Tullibody LSVT
Reported many times of furniture, bags of rubbish and litter in unkempt gardens only to be told nothing can be done.	Tullibody LSVT
Sound proofing.	Tullibody LSVT
Stop the yearly bonfire in park.	Tullibody LSVT
The fencing between properties, and put up a notice and bin for the dog fouling.	Tullibody LSVT
The path down to Tron Court from West View Crescent is unsafe, slabs uneven, filth, litter. No dog poo bins.	Tullibody LSVT
The stairs leading up to Craigleith View need to cleaned regularly. Too many bottles smashed and rubbish.	Tullibody LSVT
Yes be a bit stricter about tenants keeping animals and allowing them to do their business anywhere that they like.	Tullibody LSVT
Yes, the area behind my house where there is a lot of fly tipping.	Tullibody LSVT
Because there are private houses getting built next to me the kids from other areas are always down trying to get into the site. Unable to get car in and out of drive because of work vans and people dumping rubbish over the fence to the site.	Tullibody NB
Cleaning and lighting.	Tullibody NB
Firmer action taken against antisocial behaviour of tenants and their children and visitors.	Tullibody NB
More frequent garden maintenance e.g. communal gardens are overgrown and Leylandi are reaching illegal heights.	Tullibody NB
Parking bays.	Tullibody NB
The houses are amazing, the only problem is the litter coming from the flat bins, the fighting and smashing of windows coming from flats. The speed that the cars go out.	Tullibody NB
They should do follow ups to complaints re- outside space. We have complained re poor	Tullibody NB

Neighbourhood or estate improvement	Town
antisocial parking making life difficult. They sent a letter but the situation is just as bad if not worse than before - one tenant's visitors regularly use my driveway to turn/park etc. They are not the approachable type.	
This area was supposed to be for disabled (older people). Instead 2 families have been moved in. One always has Police at door. The other is a family with young boys and young girl in an upstairs flat in 2 bedrooms.	Tullibody NB
Use spare ground to put a play area for the children then they would not play in the road or car parks.	Tullibody NB