

Tenant Satisfaction Survey

Background

Craigowen Housing Association provides comfortable homes for adults with learning disabilities and complex needs and their carers. In coordination with the Camphill Communities and Empowering Communities we have designed a survey suitable for our resident's range of needs consisting of pictograms and simple yes/no answers.

We carried out these surveys in each of the communities in September and found that some residents were able to complete them with little or no assistance, however, most required the help of their carers, and some were unable to respond.

At our Clanabogan and Mourne Grange communities we held small group workshops where CHA and Camphill staff assisted residents to complete the surveys. At Glenraig we distributed the surveys around the homes so that all residents had the opportunity to take part with the assistance of their carers.

The table below illustrates the number of individual responses, and the number of CHA properties included in the survey. There was a very high level of response, with 75% of all residents responding and there was representation of 82% of all properties.

Summary of number of responses

Community	Number of responses	Total residents	% of total	Number of houses surveyed	% of total houses
Glenraig	23	43	53	7	64
Mourne Grange	47	54	87	11	92
Clanabogan	23	27	85	5	100
Association total	93	124	64		82

Summary of main findings

The survey findings have been summarised at [Appendix A](#), Tenant Satisfaction Survey 2024 Association total, and [Appendix B](#), TSS 2024 Community analysis.

These show that well over 90% of residents “like” their home, feel safe in the Community, and feel they get support to repair/replace something broken, with 78% indicating that they have a say regarding any changes proposed for their house.

We also had over 90% responding that workmen were pleasant in their houses, 80% that homes were left tidy after works, and 68% thought that repairs were performed quickly. This 68% is residents’ perception of the time taken to repair, whereas our KPIs indicate better.

45% of residents responding said they had seen CHA staff on site, and 34% were aware of the role of CHA which is up from last year’s 22% on the same question. CHA will continue to try and improve this statistic with continued regular presence on site and engagement with residents and staff.

The summary of responses to individual survey questions are attached at [Appendix C](#).

Other Comments

We gave the residents an opportunity to share any ideas with us in the final section of the survey. The majority of these were more for Camphill Community staff to consider, such as more walks at night, and new curtains, however there were a few maintenance requests, for example painting kitchen cupboards and upgrading a bathroom. CHA will assess any maintenance requests and see where they fit into our planned/cyclical or response programmes.

Next Steps

All comments have been considered and our maintenance officers will follow up on these over the next few weeks.

Board requirement

Members are asked to consider and note the results of the Tenant Satisfaction Survey.

TENANT SATISFACTION SURVEY 2024 - Association Totals

SURVEY QUESTIONS:

Q1/ Do you know what Craigowen HA does?
 Q2/ Have you seen us on the community?
 Q3/ Do you like your house?
 Q4/ Do you like your bedroom?
 Q5/ Do you feel safe in the community?
 Q6/ Do you like the way co-workers help you?

Q7/ If something is broken in your room, do you get help to repair or replace it?
 Q8/ Do you feel that your money and valuables are safe?
 Q9/ Do you feel you have a say about changes to your house?
 Q10/ Do you feel workmen are pleasant?
 Q11/ Do workmen leave your house tidy?
 Q12/ Are things repaired quickly?

TOTAL PARTICIPANTS = 93

OVERALL SCORES FROM 93 PARTICIPANTS

QUESTION	YES	NO	NO REPLY
Q1	37	34	22
Q2	42	23	28
Q3	90	0	3
Q4	88	2	3
Q5	89	0	4
Q6	89	0	4
Q7	83	5	4
Q8	78	2	5
Q9	73	14	13
Q10	85	1	6
Q11	74	10	7
Q12	63	23	9

IN PERCENTAGES

QUESTION	YES	NO	NO REPLY
Q1	34%	37%	29%
Q2	45%	25%	30%
Q3	57%	0%	3%
Q4	55%	2%	3%
Q5	56%	0%	4%
Q6	56%	0%	4%
Q7	59%	5%	6%
Q8	54%	2%	14%
Q9	48%	15%	7%
Q10	51%	1%	8%
Q11	50%	11%	9%
Q12	68%	25%	7%

TSS2024 Community analysis

OVERALL SCORES - Clanabogan

QUESTION	YES	NO	NO REPLY	TOTALS
Q1	8	7	8	23
Q2	7	8	8	23
Q3	23	0	0	23
Q4	23	0	0	23
Q5	23	0	0	23
Q6	23	0	0	23
Q7	23	0	0	23
Q8	23	0	0	23
Q9	20	2	1	23
Q10	21	0	2	23
Q11	20	1	2	23
Q12	22	0	1	23

OVERALL SCORES - Mourne Grange

QUESTION	YES	NO	NO REPLY	TOTALS
Q1	26	15	6	47
Q2	31	11	5	47
Q3	47	0	0	47
Q4	45	2	0	47
Q5	46	0	1	47
Q6	47	0	0	47
Q7	41	5	1	47
Q8	44	2	1	47
Q9	39	8	0	47
Q10	46	0	1	47
Q11	37	7	3	47
Q12	23	22	2	47

OVERALL SCORES - Glencraig

QUESTION	YES	NO	NO REPLY	TOTALS
Q1	3	12	8	23
Q2	4	4	15	23
Q3	20	0	3	23
Q4	20	0	3	23
Q5	20	0	3	23
Q6	19	0	4	23
Q7	19	0	4	23
Q8	11	0	12	23
Q9	14	4	5	23
Q10	18	1	4	23
Q11	17	2	4	23
Q12	18	1	4	23

OVERALL SCORES - Association Totals

QUESTION	YES	NO	NO REPLY	TOTALS
Q1	37	34	22	93
Q2	42	23	28	93
Q3	90	0	3	93
Q4	88	2	3	93
Q5	89	0	4	93
Q6	89	0	4	93
Q7	83	5	5	93
Q8	78	2	13	93
Q9	73	14	6	93
Q10	85	1	7	93
Q11	74	10	9	93
Q12	63	23	7	93

Summary of responses to individual survey questions

Q1. Do you know what Craigowen HA does?

66% of residents did not know what CHA does. This is understandable in that residents are in everyday contact with Camphill staff, and their social care and well-being is managed by Camphill.

Q2. Have you seen us on the community?

45% of residents had seen CHA staff on site and many residents knew individual staff members by name.

Q3. Do you like your house?

97% stated that they liked their house.

Q4. Do you like your bedroom?

95% of residents liked their room.

Q5. Do you feel safe in the community?

96% of residents felt safe in the community

Q6. Do you like the way co-workers help you?

96% answered yes.

Q7. If something is broken in your room, do you get help to repair or replace it?

89% answered yes.

Q8. Do you feel that your money and valuables are safe?

84% felt that their money and valuables are safe.

Q9. Do you feel you have a say about changes to your house?

78% felt they had a say in any changes made to their house

Q10. Do you feel workmen are pleasant?

91% feel that workmen coming onto site are pleasant.

Q11. Do workmen leave your house tidy?

80% felt that workmen leave properties tidy.

Q12. Are things repaired quickly?

68% felt that repairs are done quickly.