



Albyn Housing Society

Tenant Satisfaction Survey

May 2015

Prepared by:

Research Resource

17b Main Street
Cambuslang
G72 7EX

Prepared for:

Albyn Housing Society

98-104 High Street
Invergordon
IV18 0DL

Contact: Lorna Shaw

Email:

lorna.shaw@researchresource.co.uk

Contact: Anne Mackay

E-mail:

anne.mackay@albynhousing.org.uk



Report written by: Rosemary Stafford

R Stafford

Date: 06/05/2015

Reviewed by: Elaine MacKinnon/ Lorna Shaw

Elaine MacKinnon

Lorna A Shaw

Date: 07/05/2015

Albyn Housing Society

Tenant Satisfaction Survey 2015

Contents

| | | |
|-----|--|----|
| 1. | EXECUTIVE SUMMARY | 5 |
| 2. | INTRODUCTION, BACKGROUND AND OBJECTIVES | 10 |
| 2.1 | Introduction | 10 |
| 2.2 | Background and objectives | 10 |
| 3. | METHODOLOGY | 11 |
| 3.1 | Research Method | 11 |
| 3.2 | Questionnaire design | 11 |
| 3.3 | Sample Size | 12 |
| 3.4 | Survey Analysis and Reporting | 16 |
| 3.5 | Report Structure | 16 |
| 4. | OVERALL SATISFACTION | 17 |
| 4.1 | Satisfaction with the overall service provided by Albyn Housing Society (Q1/2) | 17 |
| 4.2 | Likelihood of recommending Albyn to family or friends (Q3) | 18 |
| 5. | COMMUNICATION | 19 |
| 5.1 | Keeping tenants informed (Q4/5) | 19 |
| 5.2 | Internet access (Q6) | 20 |
| 5.3 | Communication methods (Q7/8) | 21 |
| 6. | BEING INVOLVED | 23 |
| 6.1 | Consultation topics (Q9) | 23 |
| 6.2 | Preferred consultation method (Q10) | 24 |
| 6.3 | Satisfaction with participation opportunities (Q11/12) | 24 |
| 7. | CONTACT | 26 |
| 7.1 | Preferred times that tenants would like to be able to speak to Albyn staff (Q14) | 26 |
| 7.2 | Contact made within the last 12 months (Q15-24) | 27 |
| 7.3 | Treating tenants fairly (Q25) | 31 |
| 8. | GENERAL SERVICES | 32 |
| 8.1 | Satisfaction with Albyn services (Q26) | 32 |
| 8.2 | Service priorities (Q27) | 33 |
| 8.3 | Service prioritisation (Q26/27) | 34 |
| 8.4 | Suggestions for other services (Q28) | 36 |
| 9. | VALUE FOR MONEY | 37 |

| | | |
|--------------------------------------|---|----|
| 9.1 | Value for money of rent charge (Q29/30)..... | 37 |
| 9.2 | Value for money of service charges (Q31/32)..... | 38 |
| 9.3 | Information provided on how rent charges are set (Q33)..... | 39 |
| 10. | THE HOME AND NEIGHBOURHOOD | 40 |
| 10.1 | Satisfaction with the quality of the home (Q34/35)..... | 40 |
| 10.2 | Suggestions for improving the quality of the home (Q36) | 41 |
| 10.3 | Satisfaction with neighbourhood as a place to live (Q37/38) | 41 |
| 10.4 | Suggestions for improving the quality of the neighbourhood (Q36) | 42 |
| 10.5 | Satisfaction with Albyn's management of the neighbourhood (Q39/40)..... | 42 |
| 10.6 | Neighbourhood problems (Q41) | 44 |
| 10.7 | Change in the neighbourhood (Q42) | 45 |
| 10.8 | Satisfaction with appearance of local area (Q43) | 45 |
| 11. | HOUSEHOLD INFORMATION | 46 |
| 11.1 | Age and gender (Q44/45) | 47 |
| 11.2 | Employment status (Q46) | 47 |
| 11.3 | Disability or health conditions (Q47/48) | 48 |
| 11.4 | Sexual orientation (Q49)..... | 48 |
| 11.5 | Ethnicity (Q50) | 49 |
| APPENDIX 1: QUESTIONNAIRE | | |
| APPENDIX 2: DATA TABLES | | |
| APPENDIX 3: OPEN ENDED RESPONSES | | |
| APPENDIX 4: TECHNICAL REPORT SUMMARY | | |

1. EXECUTIVE SUMMARY

INTRODUCTION

- Albyn Housing Society commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- The survey was undertaken utilising a hybrid email/ postal methodology with a telephone boost. All of Albyn's 617 tenants for whom Albyn held email addresses for, were sent an email invitation to take part in the survey. The remaining 2,147 tenants were sent postal survey packs comprising a covering letter explaining the purpose of the research and who to contact should they have any questions regarding the research, a questionnaire and a reply paid envelope to send the questionnaire back to Research Resource. The questionnaire also included a survey link for tenants to complete the survey online if they preferred.
- The email survey was sent out on the 18th March 2015 and two reminder mailings were sent on the 25th March 2015 and the 17th April 2015. Responses to the email survey were accepted up until the 30th of April. For the postal survey, the initial mailing was sent on the 23rd March 2015 and was followed by a telephone boost which was undertaken between the 13th and the 30th April 2015.
- A total of 1019 responses were achieved to the survey representing a 39% response rate. Of these 1,019 interviews, 351 were postal completions, 114 were email submissions, 2 were submitted online and 552 were undertaken by telephone.
- Analysis of the participant profile shows that the survey sample is broadly representative by property type, property size and geography. This provides robust data upon which Albyn can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

OVERALL SATISFACTION

| Scottish Housing Regulator indicators | |
|---|------|
| | 2015 |
| Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Albyn Housing Society? (<i>% very/ fairly satisfied</i>) | 90% |
| How good or poor do you feel Albyn Housing Society is at keeping you informed about their services and decisions? (<i>%very good/ fairly good</i>) | 93% |
| How satisfied or dissatisfied are you with the opportunities given to you to participate in Albyn Housing Society's decision making process? (<i>% very/ fairly satisfied</i>) | 84% |
| Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Albyn Housing Society? (<i>% very/ fairly satisfied</i>)- Those who have reported a repair in the last 12 months | - |
| Overall, how satisfied or dissatisfied are you with the quality of your home? (<i>% very/ fairly satisfied</i>) | 88% |
| Taking into account the accommodation and services Albyn Housing Society provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... (<i>% very good value/ fairly good value</i>) | 86% |
| Overall, how satisfied or dissatisfied are you with Albyn Housing Society's management of the neighbourhood you live in? | 84% |

KEY FINDINGS

The following points summarise the key findings of the survey for Albyn Housing Society:

OVERALL SATISFACTION

- The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by Albyn Housing Society. Overall, 90% of tenants were either very or fairly satisfied with the service that Albyn provides compared to 6% who were either very or fairly dissatisfied and 3% who were neither satisfied nor dissatisfied. Just under 1% of tenants had no opinion or were unsure.
- Just under 9 in 10 tenants (89%) said they would be likely to recommend Albyn to their family or friends compared to 6% who were either very or fairly unlikely and 5% who were neither likely nor unlikely.

COMMUNICATION

- In terms of keeping tenants informed about their services and decisions, 93% of tenants were of the opinion that Albyn was very or fairly good in this respect compared to 4% who felt Albyn was very or fairly poor and 4% who said that Albyn was neither good nor poor.
- Just under two thirds of tenants said they have access to, and use, email and the internet for personal use. The most popular method of accessing the internet is via a personal computer or laptop (46%), while 36% of respondents access the internet through a mobile phone and 22% through a tablet device.
- Tenants were asked how they would prefer Albyn to get in touch with them about their own tenancy. Over 7 in 10 tenants said they would prefer Albyn to communicate via letters (73%) and 45% preferred Albyn to make telephone contact with them.
- When asked about the communication methods tenants would prefer Albyn to use to keep them informed about their services generally, again letters was the most popular choice with 63% of tenants selecting this option, followed by newsletters (60%).

BEING INVOLVED

- All tenants were asked if there were any areas of Albyn's work that they would like to be asked for their views on. Just under half of tenants (47%) said they did not mind if their views were not asked while 43% were interested in being consulted on repairs and maintenance and 32% expressed an interest in giving their views on tenancy issues.
- Surveys were by far and away the most preferred consultation method for Albyn tenants with 65% stating they would like to give their views in surveys similar to the tenant satisfaction survey. On the other hand, 31% of tenants said they did not wish to be asked for their views.
- With regards to participation opportunities, 84% of tenants said they were either very or fairly satisfied with the opportunities available to them to participate in Albyn's decision

making processes. On the other hand, 12% were neither satisfied nor dissatisfied in this respect and 5% who were either very or fairly dissatisfied.

CONTACT

- The vast majority of tenants (85%) said that they would like to be able to speak to Albyn staff Monday to Friday during the day and 44% of tenants said they would like to be able to speak to staff at any time with an emergency call out.
- Around two thirds of tenants (65%) said they had been in contact with Albyn during the last year with a query other than to pay their rent or service charge, amounting to 654 individuals. Of these individuals, the majority (56%) had contacted the Invergordon office, 43% had contacted the Inverness office and only 1% had contacted the Caithness office.
- The vast majority of tenants who made contact with Albyn in the last 12 months said they did so by telephone (79%), while 12% visited an office, 6% emailed and 1% wrote to Albyn.
- Almost all tenants who had contact with Albyn (96%) were of the opinion it was either very or fairly easy to make contact compared to 2% who found it neither easy nor difficult and 3% who found it very or fairly difficult.
- The most popular reason for contacting Albyn was to report a repair (72%).
- The majority of tenants were of the opinion that it was easy to get hold of the right person (88%), compared to 4% who found it neither easy nor difficult and 8% who found it very or fairly difficult.
- Tenants were asked about a number of things that should have happened when they made contact with Albyn. Over 9 in 10 tenants were in agreement that the member of staff was helpful (94%) and that they got the information they needed in a way in which was easy to understand (91%). Satisfaction dipped just below 90% with regards to the query being answered in a reasonable time with 87% of tenants being satisfied in this respect.
- Just under 8 in 10 tenants (78%) were either very or fairly satisfied with the final outcome of their enquiry compared to 15% who were either very or fairly dissatisfied and 7% who were neither satisfied nor dissatisfied.
- Nine in ten tenants (90%) were either very or fairly satisfied that Albyn treats them fairly compared to 6% who said they were either very or fairly dissatisfied and 4% who were neither satisfied nor dissatisfied.

GENERAL SERVICES

- Tenants were asked how satisfied or dissatisfied they were with the way Albyn deals with various different issues. Satisfaction levels were highest with how well Albyn deals with:
 - Tenant enquiries generally (89% very/ fairly satisfied)
 - Repairs and maintenance (85%).

On the other hand, tenants were most likely to be dissatisfied with the way Albyn deals with:

- Anti social behaviour (13% very/ fairly dissatisfied)
- Complaints about Albyn (10%)
- Moving or swapping home (10%).

- Following on from this, tenants were asked to rate how important they consider various services that Albyn provides to be. Services which were rated as most important were:
 - Repairs and maintenance (89% stating very important);
 - The quality of the home (88%);
 - Dealing with enquiries generally (81%).

On the other hand, services which were perceived as not as important were:

- Moving or swapping home (63% stating very important)
- Support for claiming benefits (64%)
- Support for paying rent and managing finances (68%).

- Tenants were then asked if there were any services that they felt Albyn should be providing to its tenants that it does not already provide. Where tenants were able to provide suggestions on new services 16% suggested upgrades or improvements to home, 14% suggested garden maintenance and 14% suggested communal cleaning services and other forms of estate management.

VALUE FOR MONEY

- Just under 9 in 10 tenants (86%) were of the opinion the rent for their property represented very or fairly good value for money compared to 7% who felt it was very or fairly poor value for money and 7% who rated it neither good nor poor value for money.
- In terms of the service charges tenants pay for maintaining areas shared in common with other residents, 66% of tenants were of the opinion this was very or fairly good value for money compared to 19% who rated it very or fairly poor value for money and 15% who said it was neither good nor poor value.

- Over 7 in 10 tenants (71%) said they have enough information about how the charges they pay are decided.

THE HOME AND NEIGHBOURHOOD

- Just under 9 in 10 tenants (88%) were either very or fairly satisfied with the quality of their home compared to 5% who were neither satisfied nor dissatisfied and 7% who were very or fairly dissatisfied.
- When asked for their suggestions on what Albyn should do that would improve the quality of their home, 34% cited upgrades or improvements, 19% suggested improvements to new boilers or heating systems and 11% suggested outside maintenance such as to fencing, roofs and gutters.
- Just under 9 in 10 tenants (87%) were either very or fairly satisfied with their neighbourhood as a place to live compared to 8% who were very or fairly dissatisfied and 5% who were neither satisfied nor dissatisfied.
- In terms of tenant suggestions for improving the quality of the neighbourhood, 37% suggested dealing with anti social behaviour, 13% suggested a play park or area for children and 10% suggested tackling dog fouling.
- More than 8 in 10 tenants (84%) were very or fairly satisfied with Albyn's management of the neighbourhood they live in compared to 7% who were very or fairly dissatisfied and 9% who were neither satisfied nor dissatisfied.
- Tenants were asked to specify whether they consider various neighbourhood issues to be a serious problem, a minor problem or not a problem in their neighbourhood. The biggest neighbourhood concerns for tenants were the lack of play areas (43% stating serious or minor problem), rubbish or litter (34%) and parking (28%).
- Tenants were asked to what extent they would say their neighbourhood has improved or declined over the last 3 years. The vast majority (64%) were of the opinion the neighbourhood has stayed the same, 18% said the neighbourhood has improved and 10% were of the opinion the neighbourhood has declined.
- In terms of the appearance of the local area, 87% of tenants were either very or fairly satisfied in this respect compared to 7% who were neither satisfied nor dissatisfied and 6% who were very or fairly dissatisfied.

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

This report represents and discusses the findings to emerge from Albyn Housing Society's Tenant Satisfaction Survey 2015.

2.2 Background and objectives

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

- The quality of information provided by Albyn;
- Quality of the home and the neighbourhood;
- Repairs and maintenance services;
- Tenant involvement/ opportunities for participation;
- Rent and Value for money;

It is against this background that Research Resource were commissioned to carry out Albyn Housing Society's 2015 Customer Satisfaction Survey.

3. METHODOLOGY

3.1 Research Method

The survey was undertaken utilising a hybrid email/ postal methodology with a telephone boost. All of Albyn's 617 tenants for whom Albyn held email addresses for, were sent an email invitation to take part in the survey. The remaining 2,147 tenants were sent postal survey packs comprising a covering letter explaining the purpose of the research and who to contact should they have any questions regarding the research, a questionnaire and a reply paid envelope to send the questionnaire back to Research Resource. The questionnaire also included a survey link for tenants to complete the survey online if they preferred.

The email survey was sent out on the 18th March 2015 and two reminder mailings were sent on the 25th March 2015 and the 17th April 2015. Responses to the email survey were accepted up until the 30th of April.

For the postal survey, the initial mailing was sent on the 23rd March 2015 and was followed by a telephone boost in an attempt to increase the response rate, which was undertaken between the 13th and the 30th April 2015.

3.2 Questionnaire design

After consultation with Albyn Housing Society representatives, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation and included all issues of importance for tenants.

In developing the questionnaire the following issues were considered:

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

3.3 Sample Size

The aim of the survey was to achieve a robust level of data upon which Albryn can have confidence making decisions upon and to maximise the response to the survey.

Overall, a total of 1,109 responses were achieved to the survey representing a 39% response rate. Of these 1,019 interviews, 351 were postal completions, 114 were email submissions, 2 were submitted online and 552 were undertaken by telephone.

The table below summarises the interview outcomes achieved from the survey:

| Interview outcomes | |
|-------------------------------------|------------|
| Total on database | 2764 |
| | |
| Email addresses | 617 |
| Email addresses bounce back | 104 |
| Potential email addresses | 513 |
| Email returns | 114 |
| Email response rate | 22% |
| | |
| Postal addresses | 2147 |
| Postal returns | 351 |
| Online returns | 2 |
| Total response to postal | 353 |
| Postal response rate | 16% |
| | |
| Leaves potential population of | 2304 |
| | |
| <u>Out of scope</u> | |
| Refused | 120 |
| Unable to participate | 36 |
| Wrong number | 66 |
| No number | 487 |
| Unobtainable number | 221 |
| Total out of scope | 930 |
| | |
| Potential for telephone survey | 1374 |
| Telephone interviews | 552 |
| Telephone response rate | 40% |
| | |
| Total interviews | 1019 |
| Potential tenants | 2608 |
| Response rate from potential | 39% |

1,019 responses provide data accurate to $\pm 2.4\%$ (based upon a 50% estimate at the 95% level of confidence). This means that if 50% of respondents respond in a particular way, you can be 95% certain that the response from all service users would be between 47.6% and 52.4%.

The guidance from the Scottish Housing Regulator states that in all surveys, particularly postal surveys, some groups are more likely than others to respond. This means that certain subgroups will be under-represented and others will be over-represented in the final achieved sample (i.e. all the people who responded). Weighting ensures that received responses are representative of the whole survey population. The guidance suggests that social landlords will be likely to have suitable information on the population in terms of dwelling type (flats, semi detached house, detached, terraces) and the number of bedrooms.

The tables below show the sample profile broken down by geography, property type, property size and number of people in the household. This analysis has been undertaken from the tenant database supplied by Albyn. As can be seen below, the interview profile is relatively in line with the overall tenant population profile in terms of property type, geography and house size, varying by no more than 6 percentage points. We are, however, comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required. The data reported is therefore unweighted.

| Sub Area | Dbase population | | Response | |
|--------------------|------------------|-------------|-------------|-------------|
| | No. | % | No. | % |
| 1 | 551 | 20% | 187 | 18% |
| 2 | 469 | 17% | 201 | 20% |
| 3 | 415 | 15% | 138 | 14% |
| 4 | 456 | 16% | 166 | 16% |
| 5 | 431 | 16% | 155 | 15% |
| 6 | 70 | 3% | 22 | 2% |
| 7 | 372 | 13% | 147 | 14% |
| Grand Total | 2764 | 100% | 1016 | 100% |

| Main Area | Dbase population | | Response | |
|--------------------|------------------|-------------|-------------|-------------|
| | No. | % | No. | % |
| North | 1380 | 50% | 497 | 49% |
| South | 1384 | 50% | 519 | 51% |
| Grand Total | 2764 | 100% | 1016 | 100% |

| Number of bedrooms | Dbase population | | Response | |
|--------------------|------------------|-------------|-------------|-------------|
| | No. | % | No. | % |
| 0 | 37 | 1% | 13 | 1% |
| 1 | 688 | 25% | 285 | 28% |
| 2 | 1316 | 48% | 467 | 46% |
| 3 | 628 | 23% | 210 | 21% |
| 4 | 64 | 2% | 29 | 3% |
| 5 | 30 | 1% | 12 | 1% |
| 6 | 1 | 0% | | 0% |
| Grand Total | 2764 | 100% | 1016 | 100% |

| Property type | Dbase population | | Response | |
|------------------------|------------------|-------------|-------------|-------------|
| | No. | % | No. | % |
| Terraced House | 1 | 0% | | 0% |
| Detached Bungalow | 56 | 2% | 21 | 2% |
| Detached House | 26 | 1% | 8 | 1% |
| End Terrace Bungalow | 151 | 5% | 77 | 8% |
| End Terrace House | 245 | 9% | 82 | 8% |
| Flat - Common Entry | 569 | 21% | 206 | 20% |
| Flat - Private Entry | 415 | 15% | 136 | 13% |
| Mid Terrace Bungalow | 95 | 3% | 39 | 4% |
| Mid Terrace House | 302 | 11% | 106 | 10% |
| Room | 36 | 1% | 17 | 2% |
| Semi Detached Bungalow | 404 | 15% | 169 | 17% |
| Semi-Detached House | 464 | 17% | 155 | 15% |
| Grand Total | 2764 | 100% | 1016 | 100% |

| Number of people | Dbase population | | Response | |
|--------------------|------------------|-------------|-------------|-------------|
| | No. | % | No. | % |
| 1 | 1236 | 45% | 515 | 51% |
| 2 | 669 | 24% | 237 | 23% |
| 3 | 443 | 16% | 129 | 13% |
| 4 | 247 | 9% | 81 | 8% |
| 5 | 109 | 4% | 32 | 3% |
| 6 | 38 | 1% | 15 | 1% |
| 7 | 14 | 1% | 3 | 0% |
| 8 | 5 | 0% | 2 | 0% |
| 9 | 2 | 0% | 1 | 0% |
| 11 | 1 | 0% | 1 | 0% |
| Grand Total | 2764 | 100% | 1016 | 100% |

| Number of people | Dbase population | | Response | |
|--------------------|------------------|-------------|-------------|-------------|
| | No. | % | No. | % |
| 1 | 1236 | 45% | 515 | 51% |
| 2 | 669 | 24% | 237 | 23% |
| 3 | 443 | 16% | 129 | 13% |
| 4 | 247 | 9% | 81 | 8% |
| 5 | 109 | 4% | 32 | 3% |
| 6 | 38 | 1% | 15 | 1% |
| 7 | 14 | 1% | 3 | 0% |
| 8 | 5 | 0% | 2 | 0% |
| 9 | 2 | 0% | 1 | 0% |
| 11 | 1 | 0% | 1 | 0% |
| Grand Total | 2764 | 100% | 1016 | 100% |

| Area (address line 2) | Dbase population | | Response | | Area (address line 2) | Dbase population | | Response | |
|-----------------------|------------------|----|----------|----|-----------------------|------------------|-------------|-------------|-------------|
| | No. | % | No. | % | | No. | % | No. | % |
| 13 ORMISCAIG | 1 | 0% | | 0% | INVERGORDON | 372 | 13% | 147 | 14% |
| 24 HIGH STREET | 7 | 0% | 3 | 0% | INVERNESS | 467 | 17% | 163 | 16% |
| 29 HIGH STREET | 13 | 0% | 5 | 0% | JAMAICA STREET | 2 | 0% | 1 | 0% |
| 4 CHAPEL ROAD | 3 | 0% | | 0% | JUBILEE PARK ROAD | 5 | 0% | 3 | 0% |
| ACHINTRAID | 4 | 0% | 3 | 0% | KENDAL CRESCENT | 8 | 0% | 4 | 0% |
| ALNESS | 80 | 3% | 44 | 4% | KILDARY | 1 | 0% | | 0% |
| ANDERSON STREET | 6 | 0% | 2 | 0% | KILMORE ROAD | 13 | 0% | 5 | 0% |
| APPLECROSS | 8 | 0% | 6 | 1% | KILTARLITY | 25 | 1% | 9 | 1% |
| ARDERSIER | 24 | 1% | 13 | 1% | KINCRAIG | 10 | 0% | 4 | 0% |
| ARMADALE | 2 | 0% | 2 | 0% | KING STREET | 11 | 0% | 3 | 0% |
| AULDEARN | 35 | 1% | 17 | 2% | KINGUSSIE | 12 | 0% | 4 | 0% |
| AULTBEA | 13 | 0% | 6 | 1% | KINLOCHBERVIE | 7 | 0% | | 0% |
| AVIEMORE | 92 | 3% | 28 | 3% | KINLOCHEWE | 6 | 0% | 3 | 0% |
| AVOCH | 14 | 1% | 4 | 0% | KIRKHILL | 19 | 1% | 7 | 1% |
| BALLOCH | 7 | 0% | 6 | 1% | LAGGAN | 7 | 0% | 3 | 0% |
| BEAULY | 34 | 1% | 10 | 1% | LEACHKIN ROAD | 7 | 0% | 2 | 0% |
| BETTYHILL | 5 | 0% | 4 | 0% | LOCHCARRON | 4 | 0% | 3 | 0% |
| BONAR BRIDGE | 2 | 0% | 1 | 0% | LOCHINVER | 26 | 1% | 6 | 1% |
| BRIDGE STREET | 15 | 1% | 5 | 0% | MARYBURGH | 6 | 0% | 3 | 0% |
| BRORA | 25 | 1% | 10 | 1% | MILLBRAE | 10 | 0% | 4 | 0% |
| BURNFIELD AVENUE | 6 | 0% | 2 | 0% | MILTON | 94 | 3% | 24 | 2% |
| CARRBRIDGE | 18 | 1% | 8 | 1% | MILTON OF LEYS | 17 | 1% | 4 | 0% |
| CHAPEL PLACE | 9 | 0% | 1 | 0% | MUIR OF ORD | 25 | 1% | 8 | 1% |
| CLACHNAHARRY | 11 | 0% | 3 | 0% | NAIRN | 177 | 6% | 77 | 8% |
| CONON BRIDGE | 54 | 2% | 26 | 3% | NETHY BRIDGE | 26 | 1% | 13 | 1% |
| CONTIN | 1 | 0% | | 0% | NEWTONMORE ROAD | 5 | 0% | 2 | 0% |
| CORRIE ROAD | 24 | 1% | 8 | 1% | NORTH KESSOCK | 12 | 0% | 4 | 0% |
| CRADLEHALL | 16 | 1% | 5 | 0% | PARK ROAD | 3 | 0% | | 0% |
| CULLODEN | 2 | 0% | 1 | 0% | POOLEWE | 19 | 1% | 5 | 0% |
| DINGWALL | 75 | 3% | 16 | 2% | ROSEHALL | 2 | 0% | 1 | 0% |
| DOCHGARROCH | 1 | 0% | | 0% | ROSEMARKIE | 4 | 0% | 3 | 0% |
| DORES | 10 | 0% | 4 | 0% | SCOURIE | 6 | 0% | | 0% |
| DORNOCH | 41 | 1% | 14 | 1% | SHIELDAIG | 10 | 0% | 6 | 1% |
| DRUMNADROCHIT | 22 | 1% | 9 | 1% | SMITHTON | 21 | 1% | 7 | 1% |
| DURNES | 8 | 0% | 2 | 0% | SPEYSIDE WALK | 4 | 0% | | 0% |
| DYKE | 12 | 0% | 6 | 1% | STATION ROAD | 18 | 1% | 7 | 1% |
| EVANTON | 43 | 2% | 13 | 1% | STOER | 4 | 0% | 4 | 0% |
| FEARN | 7 | 0% | 3 | 0% | STRATHPEFFER | 25 | 1% | 4 | 0% |
| FORT AUGUSTUS | 18 | 1% | 10 | 1% | TAIN | 156 | 6% | 63 | 6% |
| FORTROSE | 38 | 1% | 8 | 1% | TALMINE | 6 | 0% | 4 | 0% |
| FOYERS | 11 | 0% | 3 | 0% | TELFORD STREET | 15 | 1% | 6 | 1% |
| GAIRLOCH | 13 | 0% | 2 | 0% | THURSO | 43 | 2% | 16 | 2% |
| GLENMORE | 2 | 0% | 1 | 0% | TORRIDON | 9 | 0% | 1 | 0% |
| GOLSPIE | 28 | 1% | 11 | 1% | TOWER ROAD | 6 | 0% | 1 | 0% |
| GRANTOWN ON SPEY | 8 | 0% | 3 | 0% | TULLOCH MOOR | 1 | 0% | | 0% |
| GRANTOWN-ON-SPEY | 12 | 0% | 8 | 1% | ULLAPOOL | 11 | 0% | 5 | 0% |
| HELMSDALE | 4 | 0% | 2 | 0% | WEST WAY | 12 | 0% | 2 | 0% |
| HILTON | 1 | 0% | 1 | 0% | WESTHILL | 47 | 2% | 10 | 1% |
| INSHES | 1 | 0% | | 0% | WICK | 64 | 2% | 19 | 2% |
| INVERARNIE | 11 | 0% | 5 | 0% | WOODSIDE AVENUE | 4 | 0% | 1 | 0% |
| INVERASDALE | 3 | 0% | 1 | 0% | Grand Total | 2764 | 100% | 1016 | 100% |

NB in all tables please note 3 respondents removed their ID's therefore total adds up to 1016 and not 1019.

3.4 Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways. Data has been analysed by key variables as agreed by the organisation. Where any particular trends or issues are found for any one key group, this is detailed in the survey report.

For a postal survey methodology respondents are able to skip questions that they would prefer not to answer. Therefore the base numbers (number of respondents who have responded) have been shown for all questions.

Please note that not all percentages sum to 100% due to rounding.

Satisfaction levels reported for key questions have, where possible, been compared to Albyn's previous tenant satisfaction survey results undertaken in 2012. However, in 2012 the TSS used a four point scale, while the 2015 survey uses a 5 point scale, as recommended by the Scottish Housing Regulator, and includes a neither/ nor category. For this reason, throughout the report comparative analysis of Albyn's 2012 TSS has been undertaken of the overall proportion of tenants who were dissatisfied for all applicable questions.

Geographical analysis has been undertaken on the basis of postcode area. Please note however that the findings to this analysis are not statistically significant due to the small number of respondents in several of these areas.

3.5 Report Structure

This document details the key finding to emerge from the survey, addressing the key findings of the survey for Albyn Housing Society.

| | |
|-------------|----------------------------|
| CHAPTER 4. | OVERALL SATISFACTION |
| CHAPTER 5. | COMMUNICATION |
| CHAPTER 6. | BEING INVOLVED |
| CHAPTER 7. | CONTACT |
| CHAPTER 8. | GENERAL SERVICES |
| CHAPTER 9. | VALUE FOR MONEY |
| CHAPTER 10. | THE HOME AND NEIGHBOURHOOD |
| CHAPTER 11. | HOUSEHOLD INFORMATION |

APPENDIX 1: QUESTIONNAIRE

APPENDIX 2: DATA TABLES

APPENDIX 3: OPEN ENDED RESPONSES

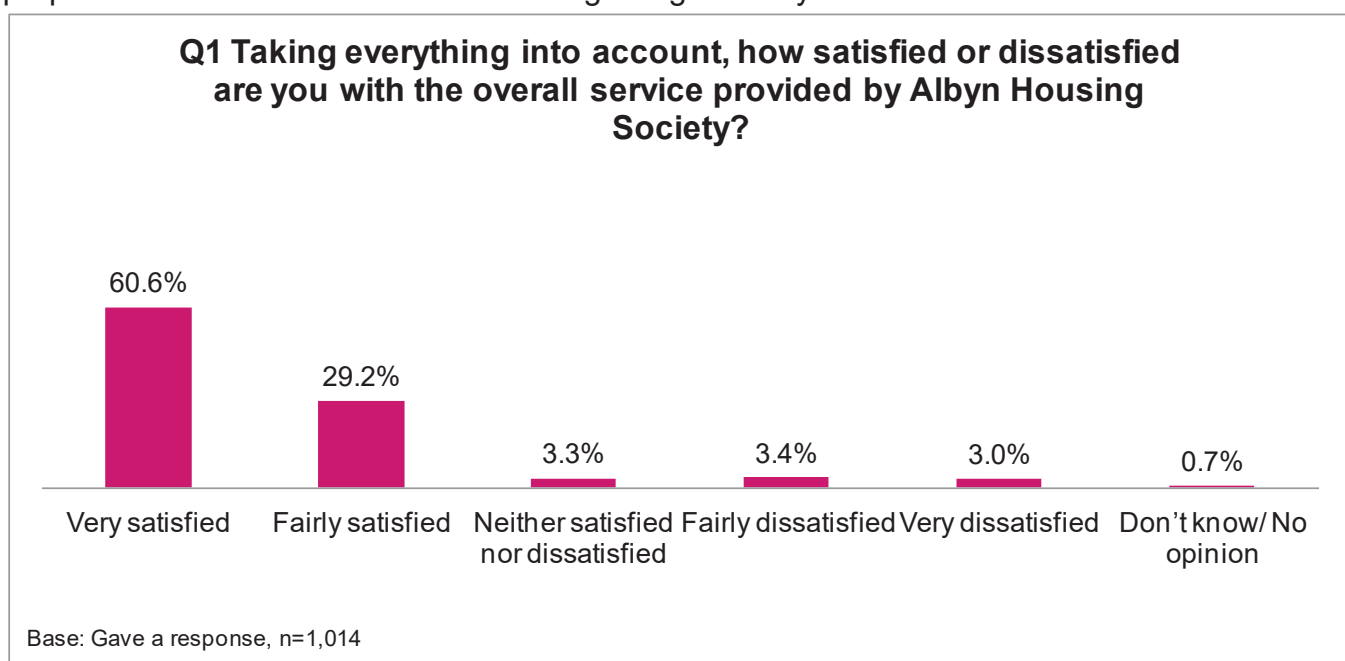
APPENDIX 4: TECHNICAL REPORT SUMMARY

4. OVERALL SATISFACTION

4.1 Satisfaction with the overall service provided by Albyn Housing Society (Q1/2)

The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by Albyn Housing Society. Overall, 90% of tenants were either very or fairly satisfied with the service that Albyn provides compared to 6% who were either very or fairly dissatisfied and 3% who were neither satisfied nor dissatisfied. Just under 1% of tenants had no opinion or were unsure.

As detailed in section 3.4 the satisfaction scale for the 2015 survey has changed from previous years from a 4 point scale to a 5 point scale, including the option of neither satisfied nor dissatisfied. Throughout the report the proportion of tenants who were dissatisfied has been compared to the Council's previous tenant satisfaction survey, undertaken in 2012. The proportion of dissatisfaction has not changed significantly from 7% in 2011 to 6% in 2015.

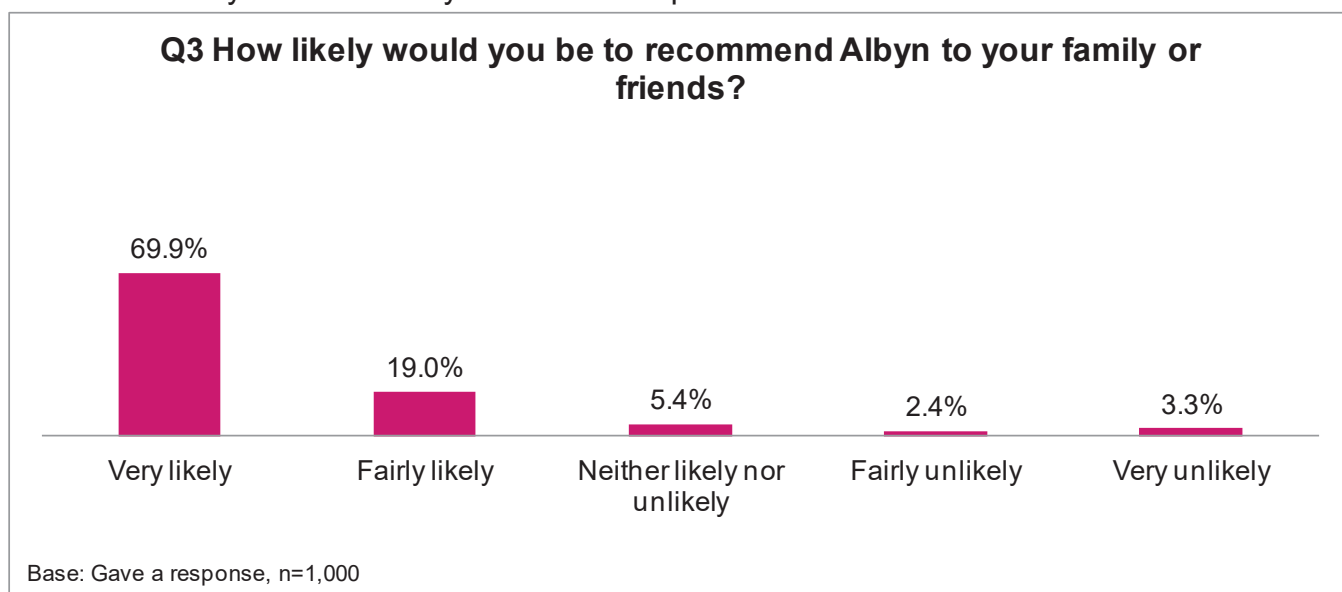


Following on from this, respondents who were dissatisfied or neither satisfied nor dissatisfied were asked to explain why they were not satisfied with the overall service provided Albyn. Just under half of tenants felt that Albyn does not listen to their views, follow up on issues or provide feedback, 20% commented that their home required upgrades or improvements and 19% expressed dissatisfied with the repairs service or customer service staff.

| Q2 Can you please explain why you are not satisfied with the overall service provided by Albyn? If you don't have anything to say please click next. | | |
|---|------------|----------|
| Base: Gave a comment, n=81 | No. | % |
| Don't listen to our views/ follow up/ give feedback | 38 | 46.9% |
| Home requires upgrades/ improvements | 16 | 19.8% |
| Poor repairs service e.g. time for completion/ quality of workmanship | 15 | 18.5% |
| Poor customer service staff e.g. unhelpful/ rude/ not returning calls | 15 | 18.5% |
| Ongoing problems/ still not resolved | 12 | 14.8% |
| Deal with anti-social behaviour/ too many undesirables moving into the area | 11 | 13.6% |
| Too long taken to deal with complaints | 9 | 11.1% |
| Communal maintenance not done to high standard/ not done often enough | 6 | 7.4% |
| Rent keeps increasing/ not value for money | 5 | 6.2% |
| Dampness issues with home | 5 | 6.2% |
| Problems with dog/ cat fouling | 3 | 3.7% |
| Other | 3 | 3.7% |

4.2 Likelihood of recommending Albyn to family or friends (Q3)

Just under 9 in 10 tenants (89%) said they would be likely to recommend Albyn to their family or friends compared to 6% who were either very or fairly unlikely and 5% who were neither likely nor unlikely. In 2012, 8% of tenants said they would be very or fairly unlikely to recommend Albyn to their family or friends compared to 6% in 2015.

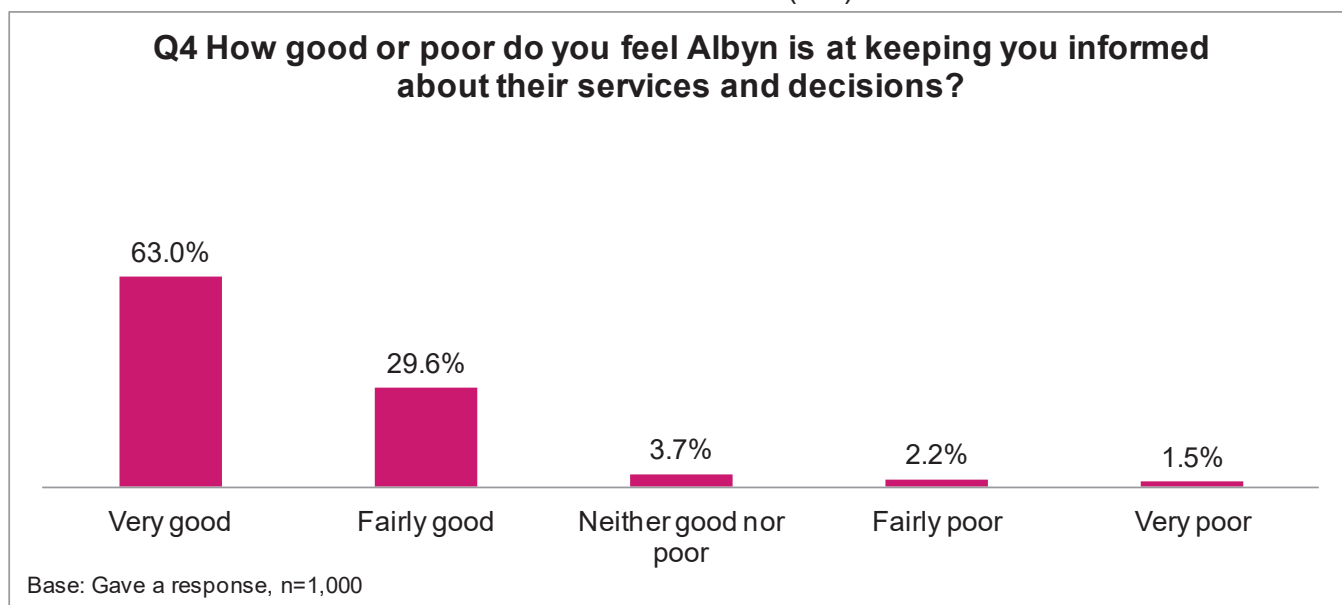


5. COMMUNICATION

5.1 Keeping tenants informed (Q4/5)

In terms of keeping tenants informed about their services and decisions, 93% of tenants were of the opinion that Albyn was very or fairly good in this respect compared to 4% who felt Albyn was very or fairly poor and 4% who said that Albyn was neither good nor poor.

In 2012, 4% of tenants were of the opinion that Albyn was very or fairly poor at keeping tenants informed which is consistent with the results from 2015 (4%).



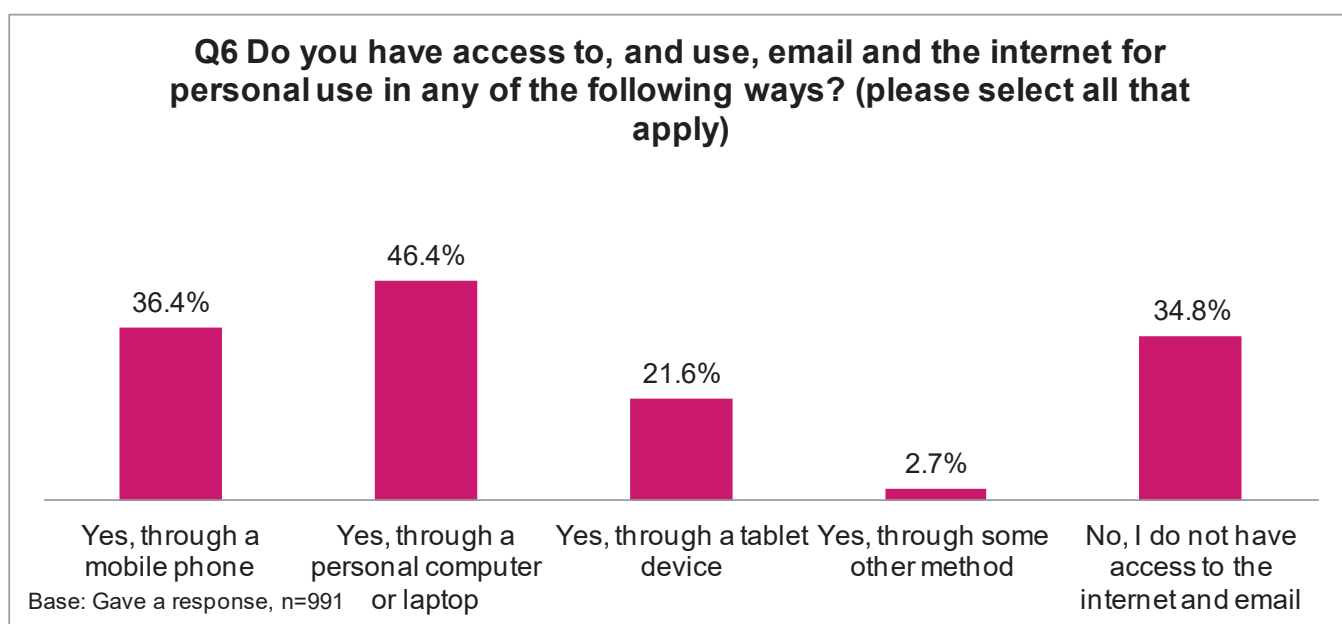
Tenants who did not rate Albyn very or fairly good at keeping them informed about services and decisions were asked to provide their reasons for feeling this way. The most popular comments were where tenants felt that Albyn did not keep them informed (35%), where tenants felt there was a lack of information or communication (33%) or where tenants felt that Albyn takes too long to respond to or follow up on any issues (25%).

| Q5 Can you please explain why you do not think Albyn is good at keeping you informed about their activities and services? If you don't have anything to say please click next. | | |
|--|-----|-------|
| Base: Provided comments, n=49 | No. | % |
| Don't keep us informed | 17 | 34.7% |
| Lack of communication/ information provided e.g. about Albyn services/ decisions made | 16 | 32.7% |
| Take too long to respond/ not returning phone calls/ no follow up | 12 | 24.5% |
| Too much mail is sent out/ not relevant to us | 7 | 14.3% |
| Other | 6 | 12.2% |

5.2 Internet access (Q6)

Just under two thirds of tenants (65%) said they have access to, and use, email and the internet for personal use. This is an increase from the 2012 survey results where 47% of tenants had access to the internet.

The most popular method of accessing the internet is via a personal computer or laptop (46%), while 36% of respondents access the internet through a mobile phone and 22% through a tablet device.

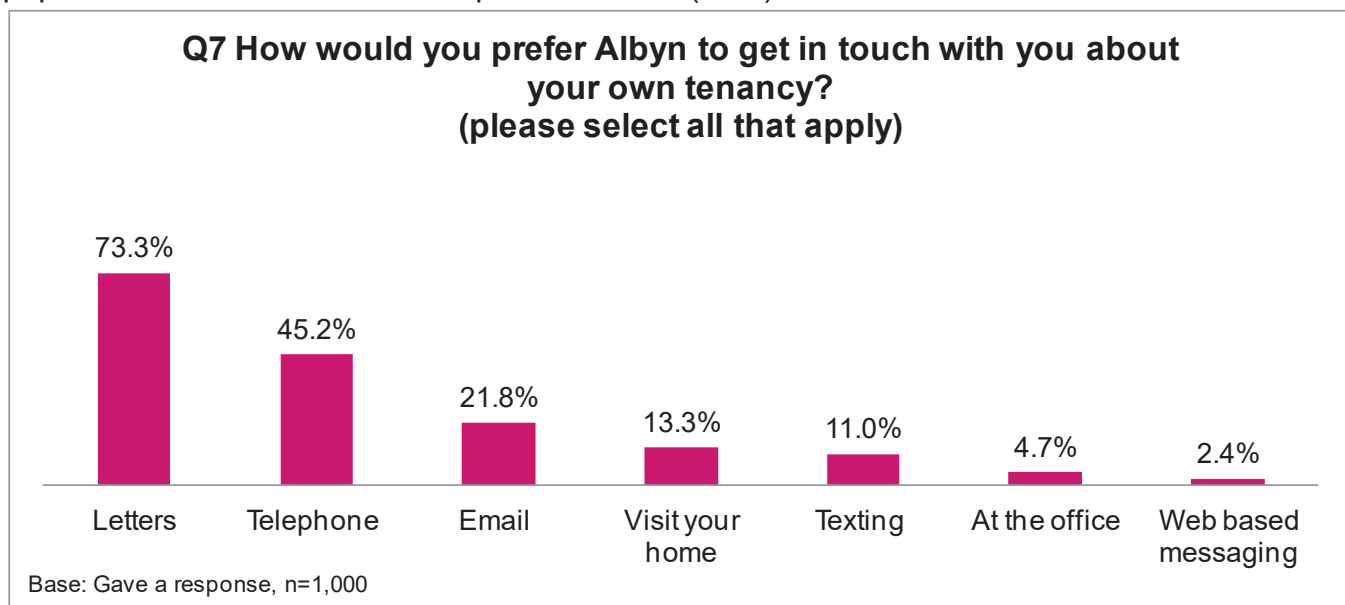


Analysis by age reveals that as age increases the proportion of respondents who do not have access to the internet and email increases from 11% for tenants aged 16-34 to 81% of tenants aged 75 and over. On the other hand, accessing the internet via a mobile phone (71%), personal computer or laptop (58%) or via a tablet device (34%) was most common amongst younger tenants aged 16 to 34.

| Q6 Do you have access to, and use, email and the internet for personal use in any of the following ways? (please select all that apply) | | | | | |
|---|-----------------|-------|-------|-------|-----|
| | All respondents | 16-34 | 35-54 | 55-74 | 75+ |
| Base | 975 | 168 | 387 | 335 | 85 |
| Yes, through a mobile phone | 37% | 71% | 42% | 21% | 6% |
| Yes, through a personal computer or laptop | 47% | 58% | 56% | 40% | 12% |
| Yes, through a tablet device | 22% | 34% | 27% | 13% | 7% |
| Yes, through some other method | 2% | 3% | 2% | 2% | 2% |
| No, I do not have access to the internet and email | 35% | 11% | 23% | 48% | 81% |

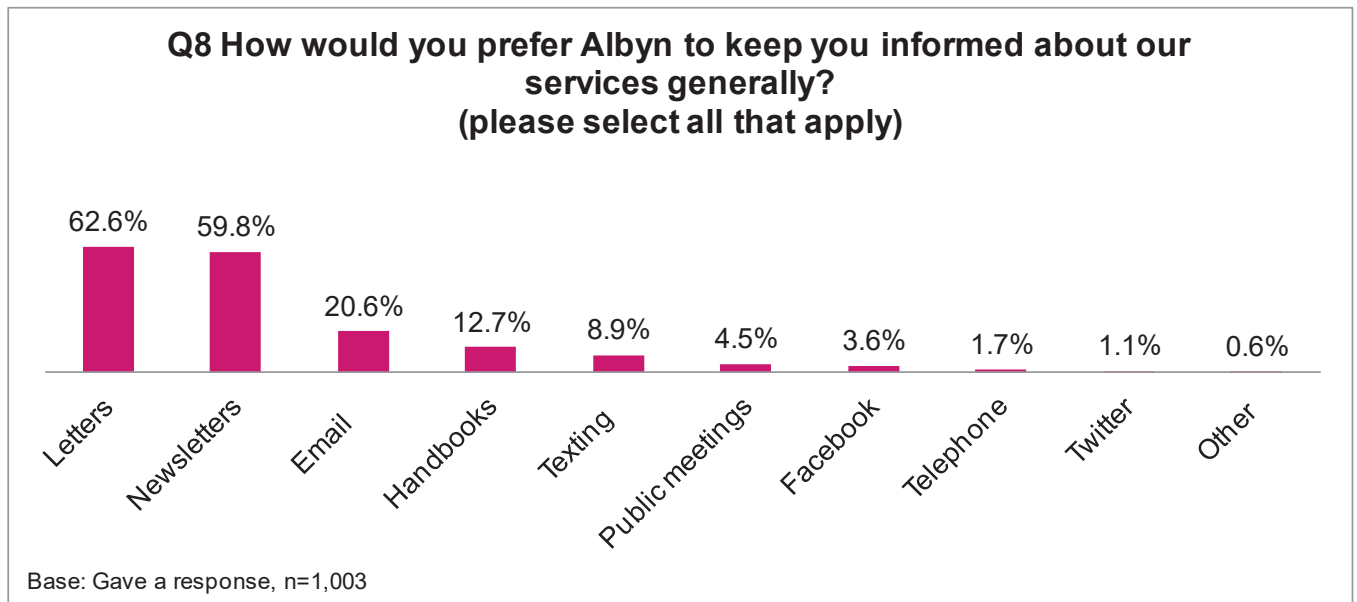
5.3 Communication methods (Q7/8)

Tenants were asked how they would prefer Albyn to get in touch with them about their own tenancy. Over 7 in 10 tenants said they would prefer Albyn to communicate via letters (73%) and 45% preferred Albyn to make telephone contact with them. Letters were also the most popular communication source reported in 2012 (70%).



Further analysis of this question reveals that a third of tenants who had internet access said they would prefer Albyn to get in touch with them about their tenancy via email (33%). Analysis by age indicates that younger respondents aged 16-34 were most likely to have said they would prefer email contact (31%), web based messaging (5%) and text messaging (14%).

When asked about the communication methods tenants would prefer Albyn to use to keep them informed about their services generally, again letters was the most popular choice with 63% of tenants selecting this option, followed by newsletters (60%). The results were consistent with 2012 where letters were the most popular method of being kept informed about services (79%).



Just under a third of tenants with email access said they would like Albyn to keep them informed about services generally by email (32%). Analysis by age indicates that younger respondents aged 16-34 were most likely to have said they would prefer email contact (30%), contact via Facebook (9%) and Twitter (4%).

6. BEING INVOLVED

6.1 Consultation topics (Q9)

All tenants were asked if there were any areas of Albyn's work that they would like to be asked for their views on. Just under half of tenants (47%) said they did not mind if their views were not asked while 43% were interested in being consulted on repairs and maintenance and 32% expressed an interest in giving their views on tenancy issues.

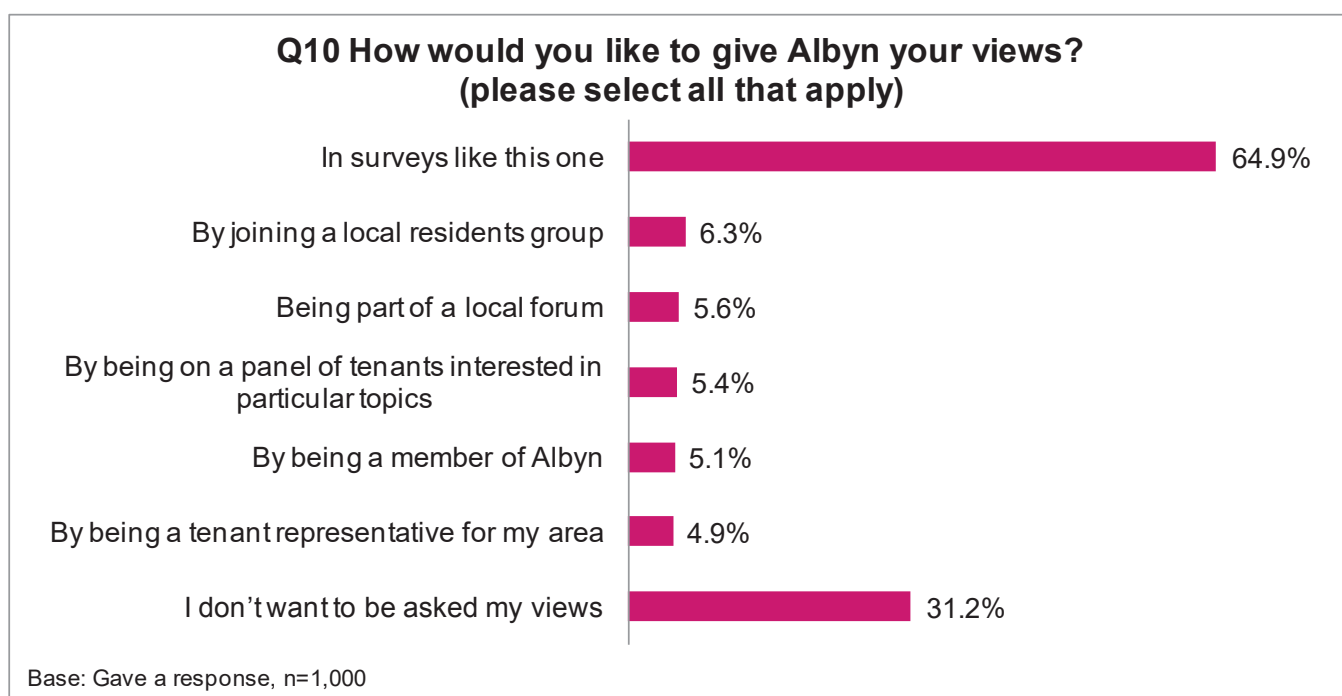
The 2015 results are in line with the findings from the 2012 survey where the same percentage of respondents (47%) said they did not mind if their views were not asked. The most consultation popular topics for tenants in 2012 were also repairs and maintenance issues (46%), followed by tenancy issues (35%) and rents (31%).

| Q9 Which areas of Albyn's work would you like to be asked your views on? (please select all that apply) | | |
|---|-----|-------|
| Base: Gave an opinion, n=1,004 | No. | % |
| I don't mind if my views are not asked | 468 | 46.6% |
| Repairs and maintenance | 425 | 42.3% |
| Tenancy issues (allocations, neighbour disputes, rent arrears etc) | 324 | 32.3% |
| Rents | 264 | 26.3% |
| Customer Services | 205 | 20.4% |
| House design | 182 | 18.1% |
| Estate management | 164 | 16.3% |
| Future business plans | 156 | 15.5% |
| Newsletters and information | 148 | 14.7% |
| Service charges | 3 | 0.3% |
| Any issues | 2 | 0.2% |
| Other | 8 | 0.8% |

6.2 Preferred consultation method (Q10)

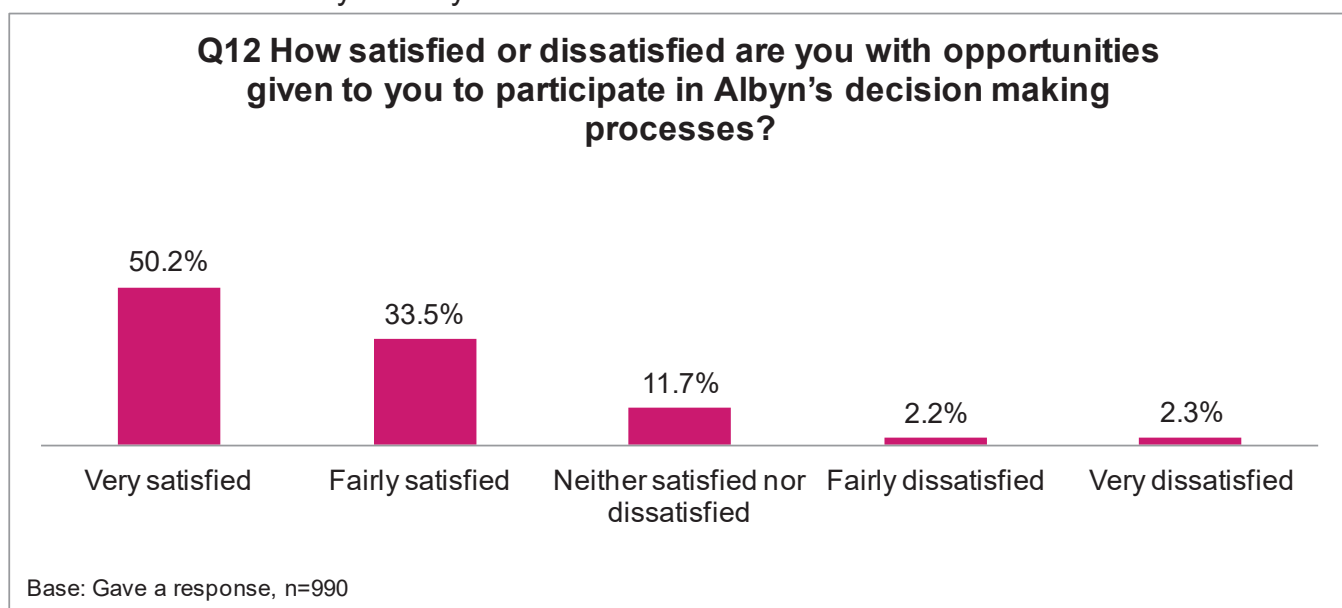
Surveys were by far and away the most preferred consultation method for Albyn tenants with 65% stating they would like to give their views in surveys similar to the tenant satisfaction survey. On the other hand, 31% of tenants said they did not wish to be asked for their views.

In 2012, the most popular method of providing views to Albyn was also via surveys (58%), although the proportion of tenants who selected this option has seen a slight increase to 65% in 2015.



6.3 Satisfaction with participation opportunities (Q11/12)

With regards to participation opportunities, 84% of tenants said they were either very or fairly satisfied with the opportunities available to them to participate in Albyn's decision making processes. On the other hand, 12% were neither satisfied nor dissatisfied in this respect and 5% who were either very or fairly dissatisfied.



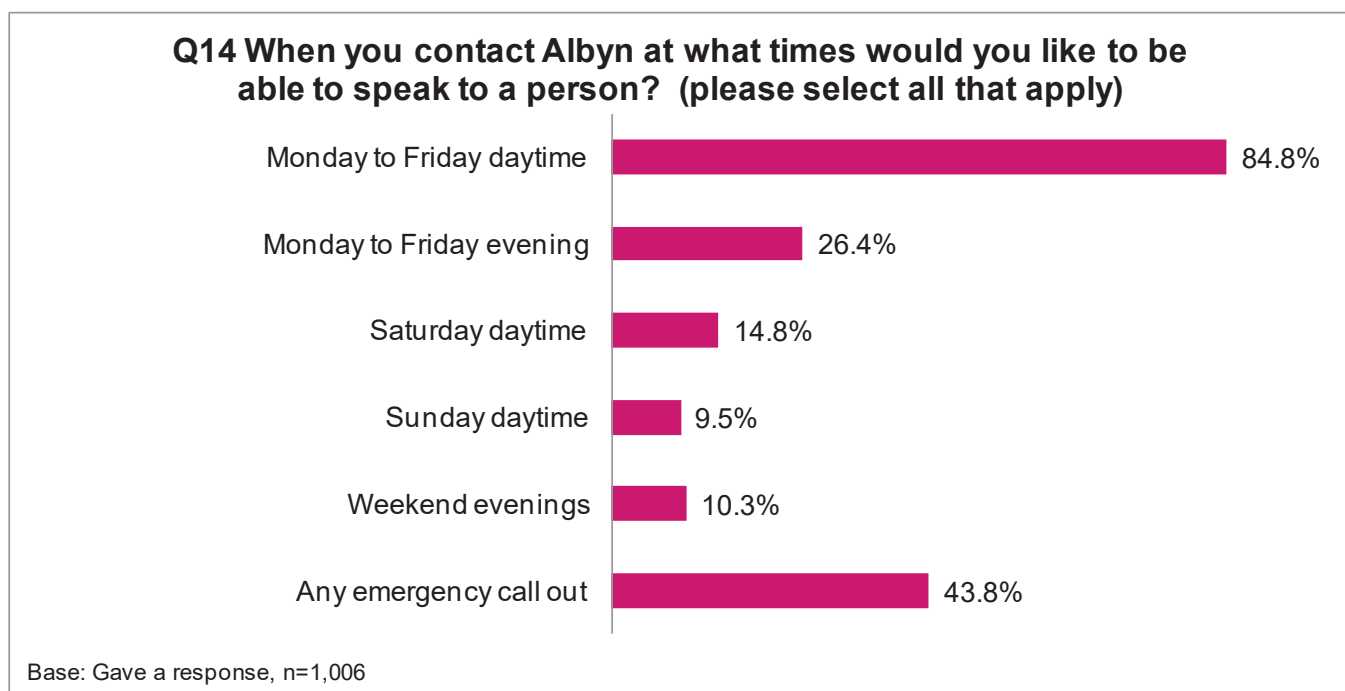
Tenants who were not satisfied were asked to provide their reasons for having this opinion. The majority of comments were made where tenants felt they had not been given opportunities to participate (30%), where tenants felt Albyn does not listen to their views (29%) or where tenants were unaware of participation opportunities (21%).

| Q13 Can you please explain why you are not satisfied with the opportunities given to you to participate in Albyn's decision making processes? If you don't have anything to say please click next. | | |
|---|------------|----------|
| Base: Provided comments, n=76 | No. | % |
| No choice/ not been asked to participate | 23 | 30.3% |
| Albyn does not listen to our views | 22 | 28.9% |
| Not aware of tenant participation opportunities | 16 | 21.1% |
| Meetings are held too far away | 5 | 6.6% |
| Can't attend due to health/ disability | 1 | 1.3% |
| Other | 6 | 7.9% |
| Don't know | 5 | 6.6% |

7. CONTACT

7.1 Preferred times that tenants would like to be able to speak to Albyn staff (Q14)

The vast majority of tenants (85%) said that they would like to be able to speak to Albyn staff Monday to Friday, and during the day and 44% of tenants said they would like to be able to speak to staff at any time with an emergency call out. In 2012 the most popular option was also to be able to speak to staff Monday to Friday during the day (89%).



Tenants who were in full time employment, self employed or full time education were significantly more likely to have said they would like the office to be open Monday to Friday evenings (43%) than tenants who were not working, retired or in part time employment (22%). Furthermore, tenants who were in full time employment, self employed or full time education were also more likely to have said they would like the office to be open Saturday during the day (20%) than all other respondents (13%).

Analysis by age reveals that older respondents aged 75+ were most likely to have said they would like to be able to speak to a member of staff Monday to Friday during the day (93%), while tenants aged 16-34 were least likely to have said this (77%). On the other hand, younger tenants aged 16-34 were most likely to have said they would like to be able to speak to someone during a week day and in the evening (39%), while tenants aged 75 and over were least likely (6%).

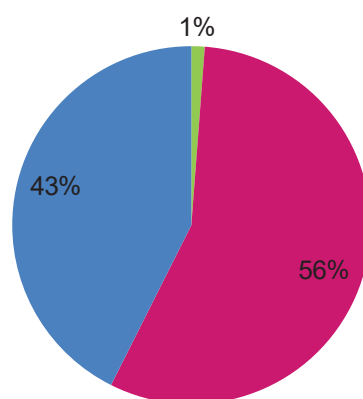
Analysis of this question by postcode area can be found in the appendix. Please note the findings to this analysis are not statistically significant due to the small number of respondents in several postcode areas.

7.2 Contact made within the last 12 months (Q15-24)

Around two thirds of tenants (65%) said they had been in contact with Albyn during the last year with a query other than to pay their rent or service charge, amounting to 654 individuals. Of these individuals, the majority (56%) had contacted the Invergordon office, 43% had contacted the Inverness office and only 1% had contacted the Caithness office. In 2012, 85% of respondents stated they had contacted the Invergordon office on the last occasion, 13% contacted the Inverness office and 2% contacted the Caithness office,

Q16 Which office did you contact?

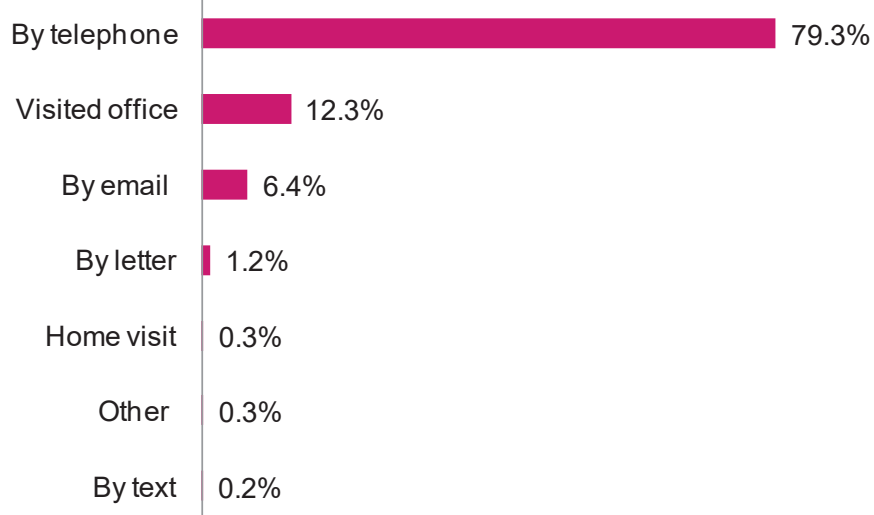
■ Caithness ■ Invergordon ■ Inverness



Base: Gave a response, n=641

The vast majority of tenants who made contact with Albyn in the last 12 months said they did so by telephone (79%), while 12% visited an office, 6% emailed and 1% wrote to Albyn. Contacting Albyn by telephone was also the most popular method reported in 2012 (82%).

Q17 What method did you use to contact Albyn the last time you made contact?

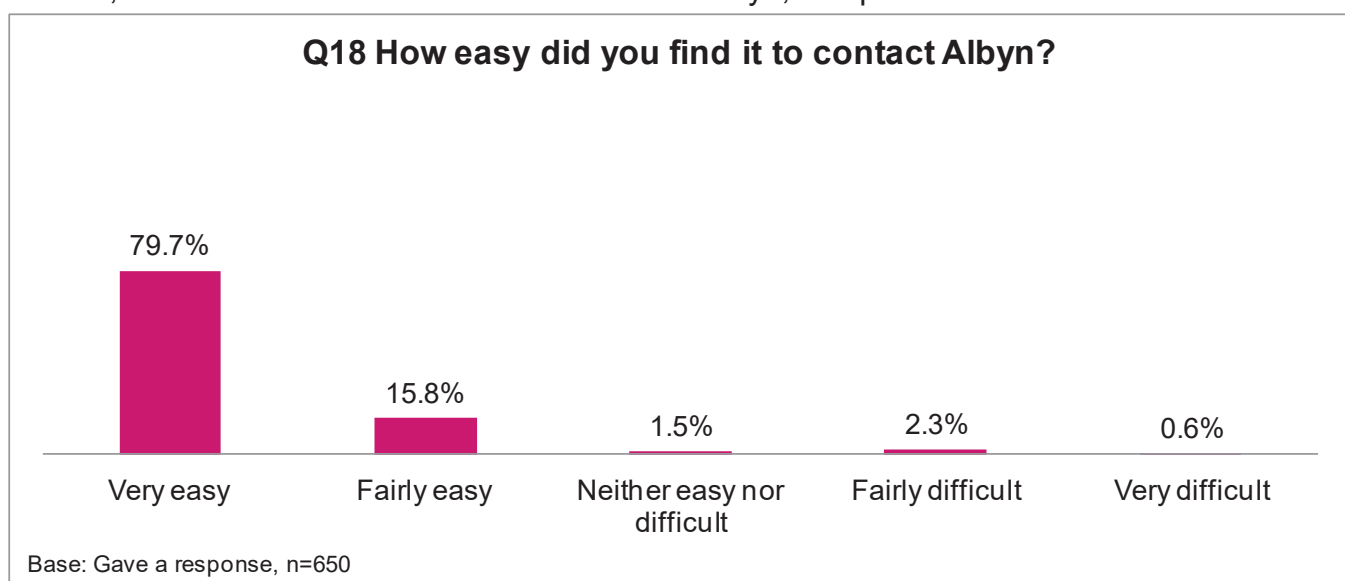


Base: Gave a response, n=653

Those who had contact with Albyn were asked how easy or difficult they found it contact Albyn. Almost all tenants (96%) were of the opinion it was either very or fairly easy to make contact compared to 2% who found it neither easy nor difficult and 3% who found it very or fairly difficult. Of the 19 respondents who found it difficult to contact Albyn:

- 13 had contacted Albyn by telephone (8 called the Invergordon office and 5 to the Inverness office);
- 2 had visited Albyn's office (1 had visited the Invergordon office and 1 had contacted the Inverness office);
- 4 had emailed Albyn.

In 2012, 4% of tenants found it difficult to contact Albyn, compared to 3% in 2015.



When asked for the reason for contacting Albyn, 72% were reporting a repair, 7% made a neighbour complaint and 4% had contacted Albyn about aids and adaptations in their present home.

| Q19 What was the main reason for your last contact? | | |
|--|------------|----------|
| Base: Gave a response, n=650 | | |
| | No. | % |
| Reporting repairs | 466 | 71.7% |
| Neighbour complaints | 44 | 6.8% |
| Aids/ adaptations in present home | 25 | 3.8% |
| Making arrangements to pay rent arrears | 23 | 3.5% |
| A transfer or exchange request | 21 | 3.2% |
| Estate management | 20 | 3.1% |
| About tenancy | 14 | 2.2% |
| Enquiry/ discussion about rent/ make a payment | 11 | 1.7% |
| To make a complaint | 7 | 1.1% |
| Parking issues/ query | 3 | 0.5% |
| Some other reason | 16 | 2.5% |

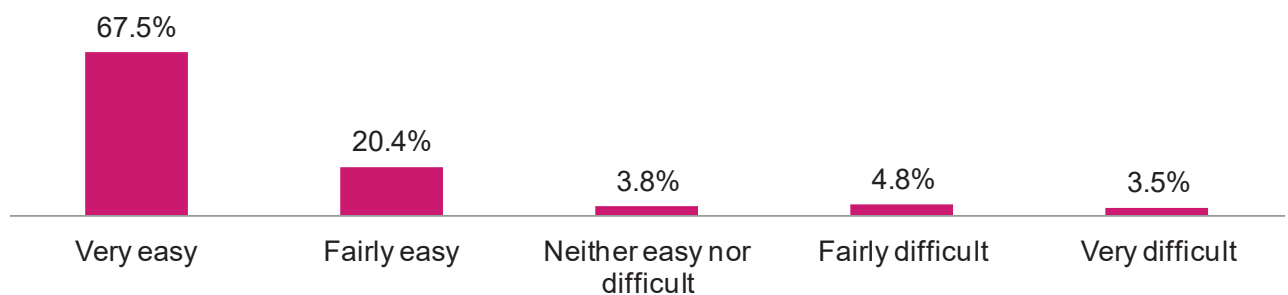
The majority of tenants were of the opinion that it was easy to get hold of the right person (88%), compared to 4% who found it neither easy nor difficult and 8% who found it very or fairly difficult.

Where tenants stated they found it difficult to get hold of the right person:

- 35 had contacted Albyn by telephone (19 called the Invergordon office and 16 the Inverness office);
- 8 had visited Albyn's office (4 had visited the Invergordon office and 4 had contacted the Inverness office);
- 8 had emailed Albyn;
- 1 tenant had written to Albyn.

In 2012, 12% of tenants said they found it difficult to get hold of the correct person which is higher than in 2015 where 8% of tenants found it difficult.

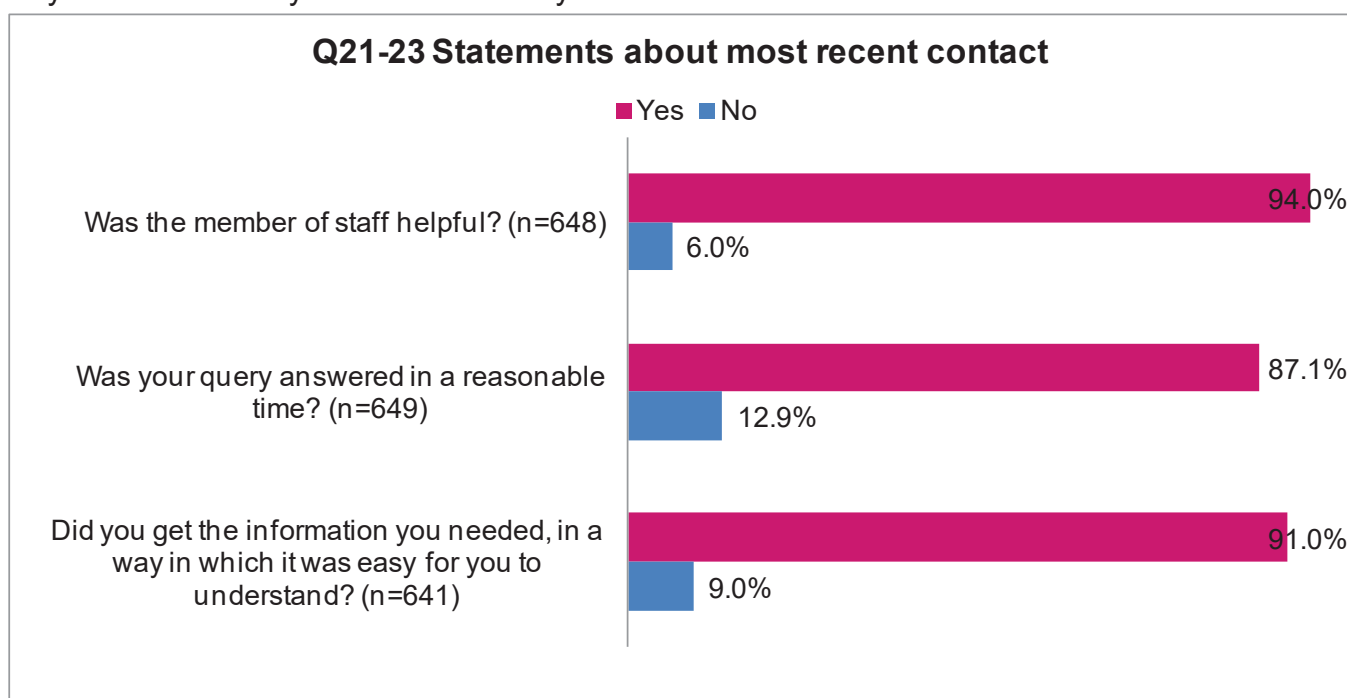
Q20 How easy was it to get hold of the right person?



Base: Gave a response, n=652

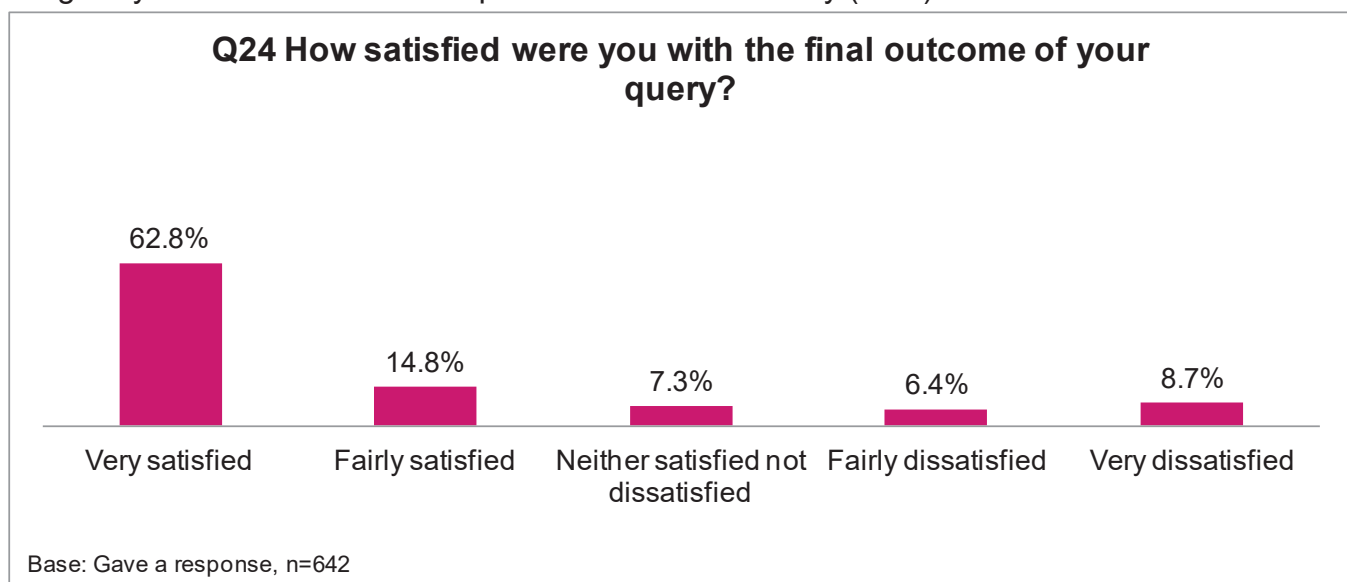
Tenants were asked about a number of things that should have happened when they made contact with Albyn. Over 9 in 10 tenants were in agreement that the member of staff was helpful (94%) and that they got the information they needed in a way in which was easy to understand (91%). Satisfaction dipped just below 90% with regards to the query being answered in a reasonable time with 87% of tenants being satisfied in this respect.

The results are consistent with the 2012 survey where 93% found the member of staff helpful, 85% said their query was answered in a reasonable time and 91% said they got the information they needed in a way in which was easy to understand.



Just under 8 in 10 tenants (78%) were either very or fairly satisfied with the final outcome of their enquiry compared to 15% who were either very or fairly dissatisfied and 7% who were neither satisfied nor dissatisfied.

In 2012, 17% of tenants were dissatisfied with the final outcome of the query which is marginally more than has been reported in the 2015 survey (15%).



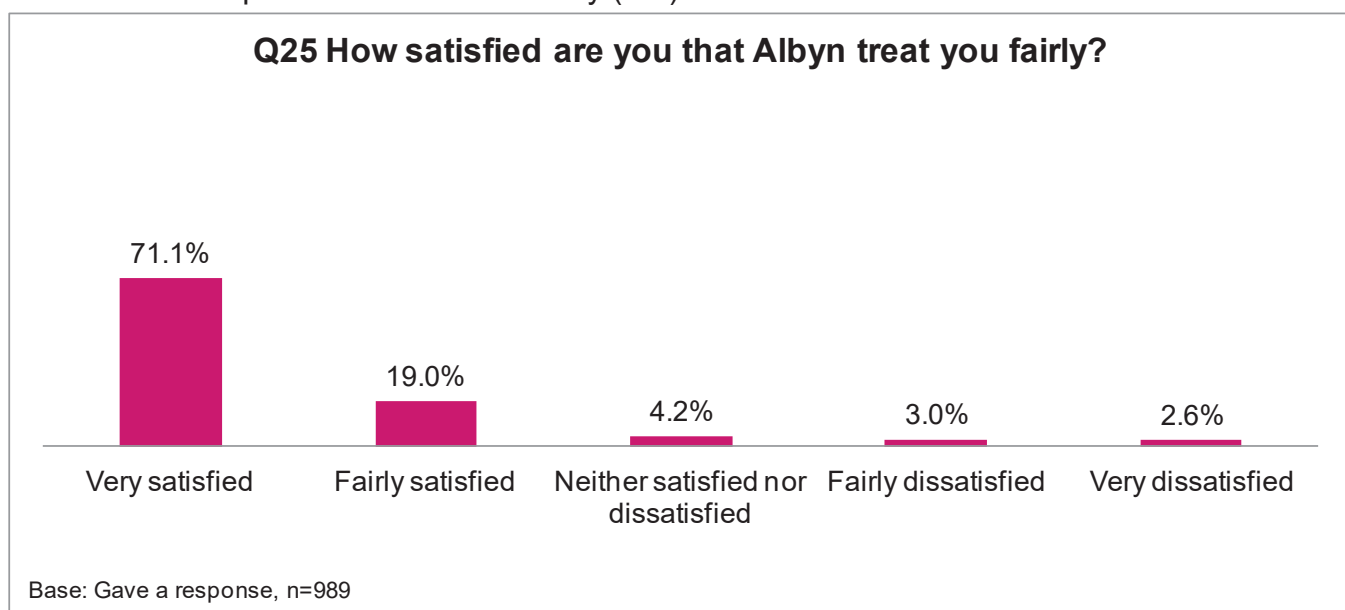
Where tenants were dissatisfied with the final outcome of their query:

- 69 had contacted Albyn by telephone (42 called the Invergordon office and 27 the Inverness office);
- 12 visited Albyn's offices (7 visited the Invergordon office and 5 visited the Inverness office);
- 12 emailed Albyn;
- 1 tenant wrote to Albyn; and
- 1 tenant had a home visit.

7.3 Treating tenants fairly (Q25)

Nine in ten tenants (90%) were either very or fairly satisfied that Albyn treats them fairly compared to 6% who said they were either very or fairly dissatisfied and 4% who were neither satisfied nor dissatisfied.

In 2012, 8% of tenants were dissatisfied in relation to this question which is marginally more than has been reported in the 2015 survey (6%).



8. GENERAL SERVICES

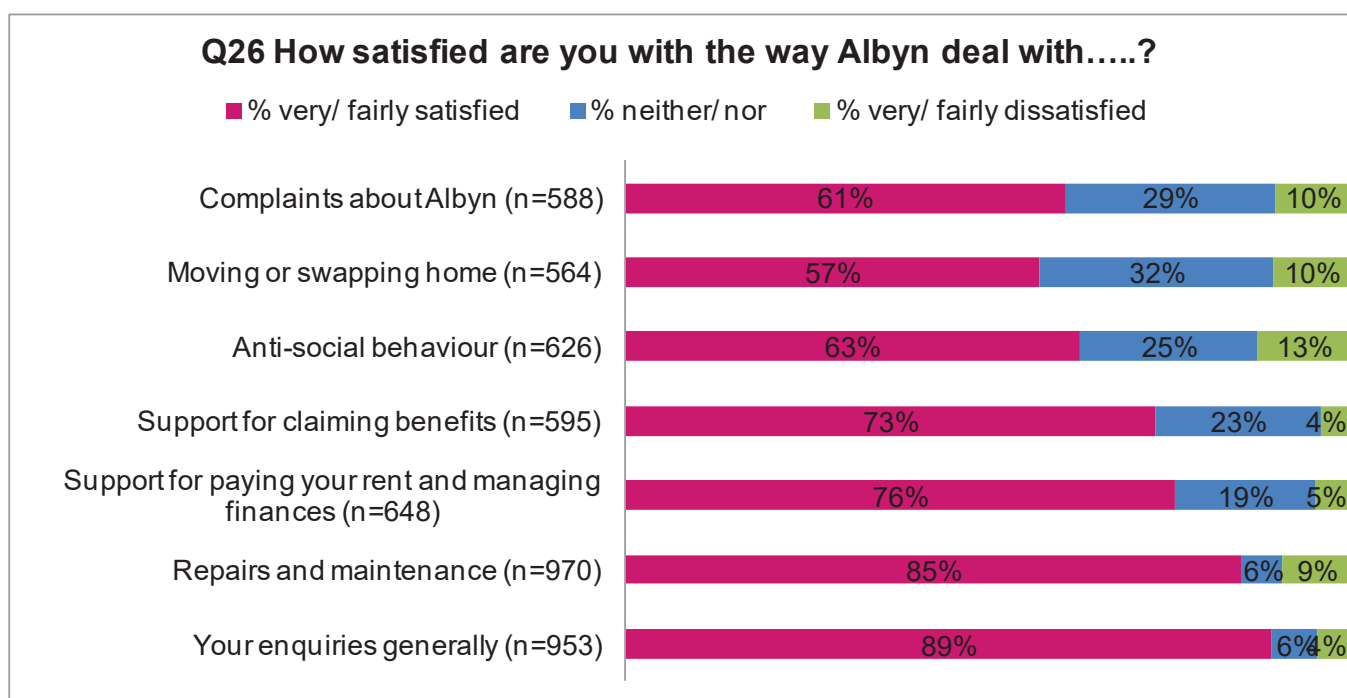
8.1 Satisfaction with Albyn services (Q26)

Tenants were asked how satisfied or dissatisfied they were with the way Albyn deals with various different issues. Satisfaction levels were highest with how well Albyn deals with:

- Tenant enquiries generally (89% very/ fairly satisfied)
- Repairs and maintenance (85%).

On the other hand, tenants were most likely to be dissatisfied with the way Albyn deals with:

- Anti social behaviour (13% very/ fairly dissatisfied)
- Complaints about Albyn (10%)
- Moving or swapping home (10%).



As can be seen in the chart below dissatisfaction levels have not changed significantly since the 2012 survey, varying by no more than 4 percentage points and this was regarding anti social behaviour where 13% of respondents in 2015 were dissatisfied compared to 17% in 2012.

| Albyn services (comparison of dissatisfaction levels 2012 vs. 2015) | | |
|---|-----------------------|-----------------------|
| | 2012 (% dissatisfied) | 2015 (% dissatisfied) |
| Complaints about Albyn | 11% | 10% |
| Moving or swapping home | 12% | 10% |
| Anti-social behaviour | 17% | 13% |
| Support for claiming benefits | 5% | 4% |
| Support for paying your rent and managing finances | 4% | 5% |
| Repairs and maintenance | 12% | 9% |
| Your enquiries generally | 6% | 4% |

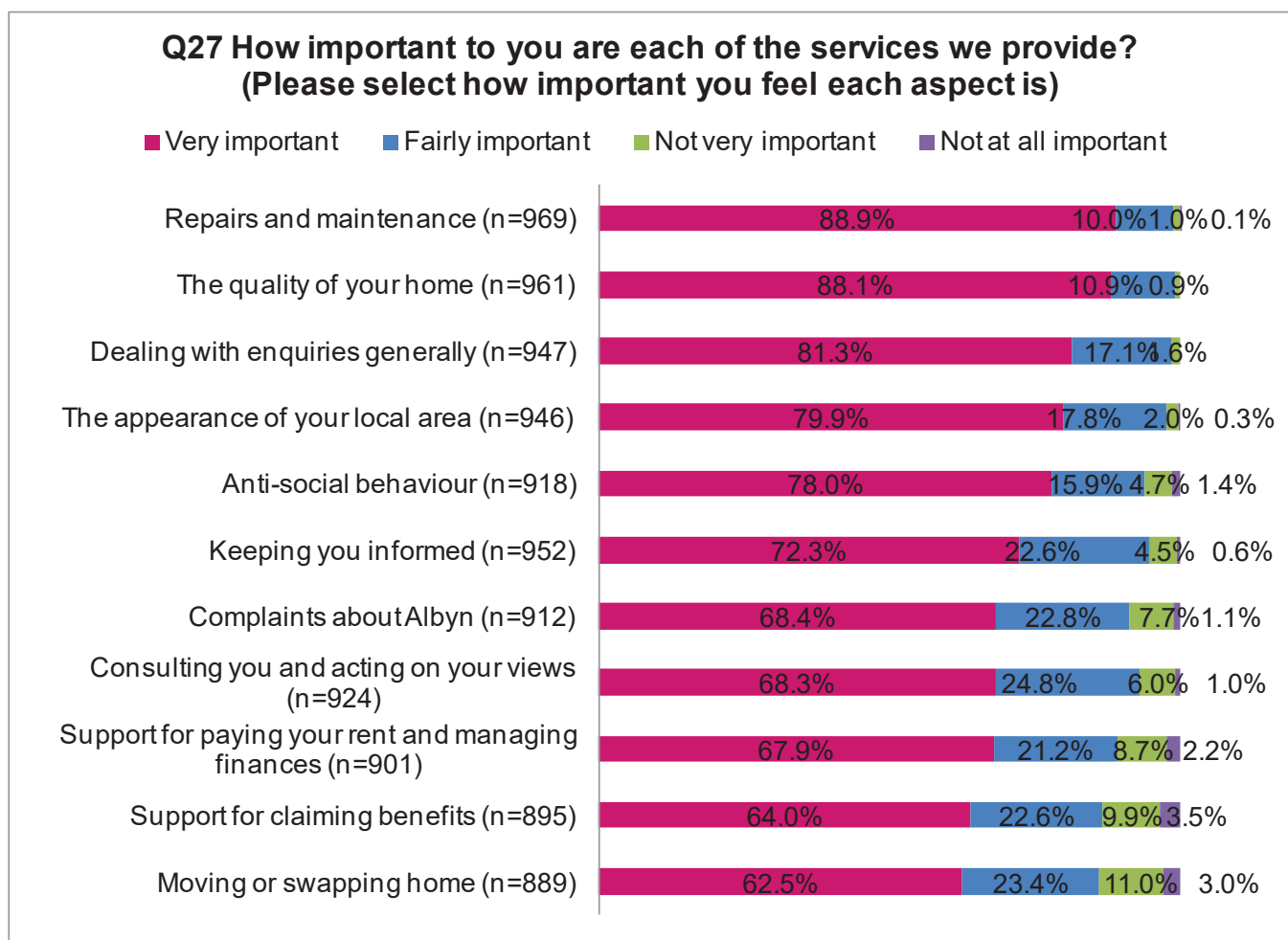
8.2 Service priorities (Q27)

Following on from this, tenants were asked to rate how important they consider various services that Albyn provides to be. Services which were rated as most important were:

- Repairs and maintenance (89% stating very important);
- The quality of the home (88%);
- Dealing with enquiries generally (81%).

On the other hand, services which were perceived as not as important were:

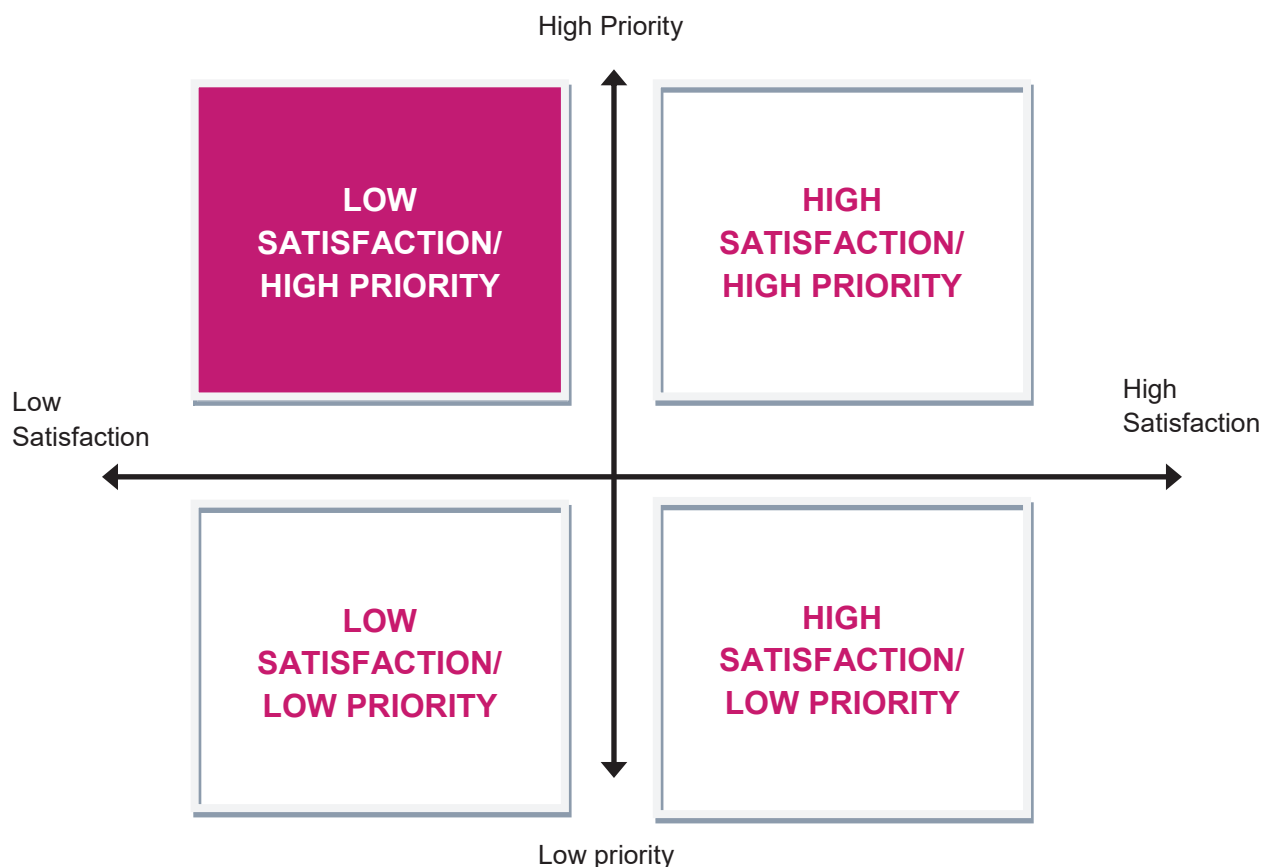
- Moving or swapping home (63% stating very important)
- Support for claiming benefits (64%)
- Support for paying rent and managing finances (68%).



In 2012, the three most important services for tenants were the quality of the home, repairs and maintenance and anti social behaviour.

8.3 Service prioritisation (Q26/27)

In order to provide some sort of direction to Albyn with regard to action planning, a prioritisation analysis was undertaken for Albyn's services. The prioritisation analysis plots customers' view of the quality of service against the importance of this service. These are then set upon a chart which comprises four quadrants, as shown below:

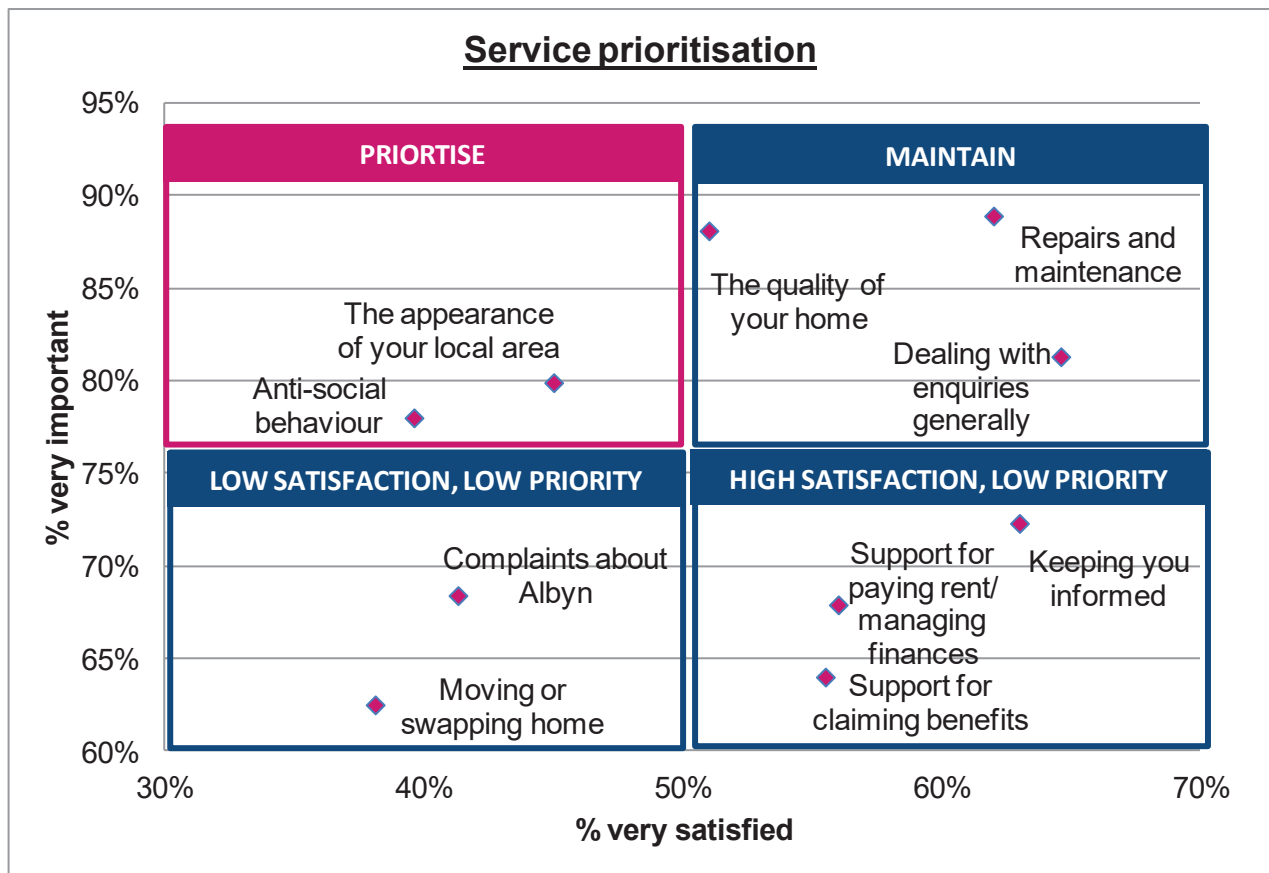


As shown, each box indicates a different level of priority and satisfaction. The top right box indicates high satisfaction, high priority, which is the most desirable box to be in. The bottom right box indicates low priority, high satisfaction. This is also a positive outcome and a position which Albyn should try to maintain. The bottom left box indicates low satisfaction, but also lower priority. It is naturally desirable to attempt to increase satisfaction, however if resources are limited, these are the areas which should be given lower priority.

Finally, the top left box indicates low satisfaction, high priority. It is within these areas that Albyn should place resources and effort in terms of improvements or changes to service delivery. Increases in satisfaction in these aspects are likely to yield the greatest increase in customer satisfaction.

Prioritisation analysis has been undertaken utilising a list of aspects of Albyn's services in terms of both importance and satisfaction. Within each of these categories, tenants were asked to rate their satisfaction on a scale of 1 to 5 where 1 was least satisfied and 5 was most satisfied. For analysis purposes, the proportion of respondents who were 'very satisfied' for each aspect has been plotted against the proportion of tenants rating each aspect as 'very important'.

The following chart illustrates the outcomes of the prioritisation analysis for each service aspect. As shown below the appearance of the local area and anti social behaviour have both been identified as being areas of lower satisfaction and higher priority and areas that Albyn may wish to consider when developing their future action plans.



8.4 Suggestions for other services (Q28)

Tenants were asked if there were any services that they felt Albyn should be providing to its tenants that it does not already provide. The open ended comments have been coded into common themes for analysis purposes and are reported in the table below. Where tenants were able to provide suggestions on new services 16% suggested upgrades or improvements to home, 14% suggested garden maintenance and 14% suggested communal cleaning services and other forms of estate management. A full list of the comments provided to this question can be found in the appendix.

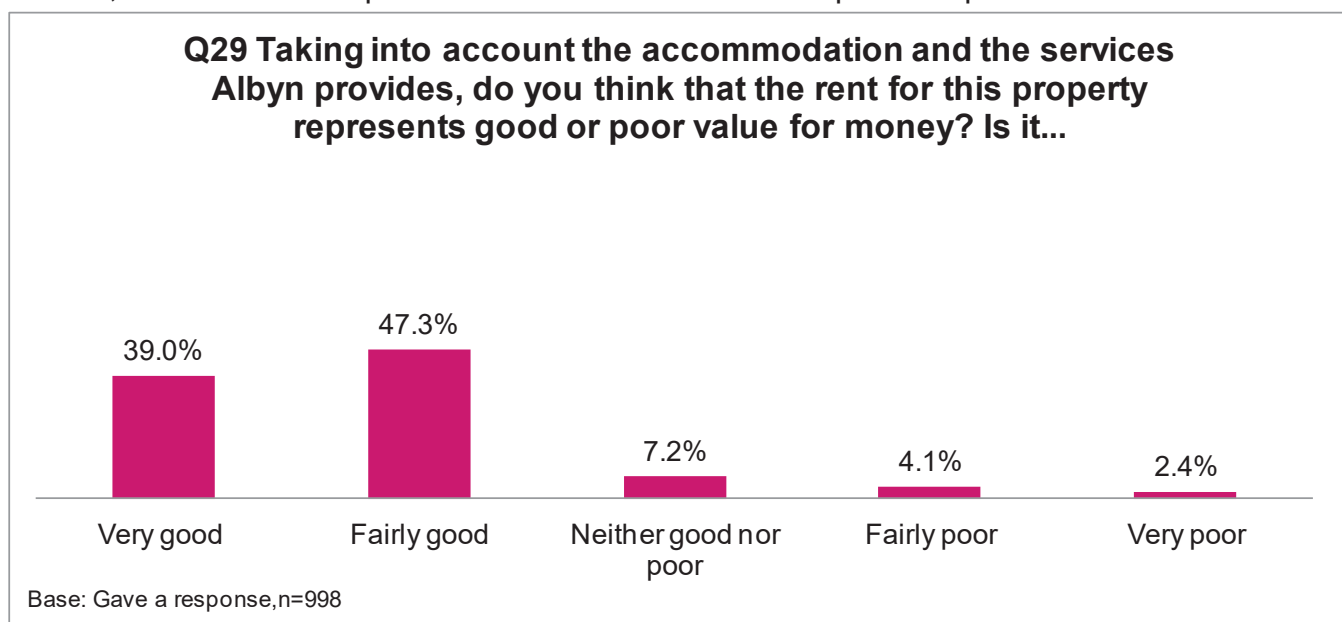
| Q28 Are there any services that you think Albyn should provide to its tenants that it does not already provide? If you don't have anything to say please click next. | | |
|--|-----|-------|
| Base: Gave an opinion, n=153 | No. | % |
| Improvements on services already provided | 26 | 17.0% |
| Upgrades/ improvements to homes | 25 | 16.3% |
| Garden maintenance e.g. grass cutting/ fencing fixed | 22 | 14.4% |
| Estate management/ communal cleaning service | 21 | 13.7% |
| Review housing options/ vet tenants | 12 | 7.8% |
| Home visits to check on tenants/ help them if needed | 11 | 7.2% |
| Service charges too expensive/ not value for money | 8 | 5.2% |
| Play facilities/ area for children | 7 | 4.6% |
| Better car parking facilities/ more parking signs | 4 | 2.6% |
| Happy with services | 4 | 2.6% |
| Provide public transport | 3 | 2.0% |
| Longer opening hours/ open on weekends | 2 | 1.3% |
| Other | 11 | 7.2% |
| Don't know | 9 | 5.9% |

9. VALUE FOR MONEY

9.1 Value for money of rent charge (Q29/30)

Just under 9 in 10 tenants (86%) were of the opinion the rent for their property represented very or fairly good value for money compared to 7% who felt it was very or fairly poor value for money and 7% who rated it neither good nor poor value for money.

In 2012, 9% of tenants expressed dissatisfaction in this respect compared to 7% in 2015.



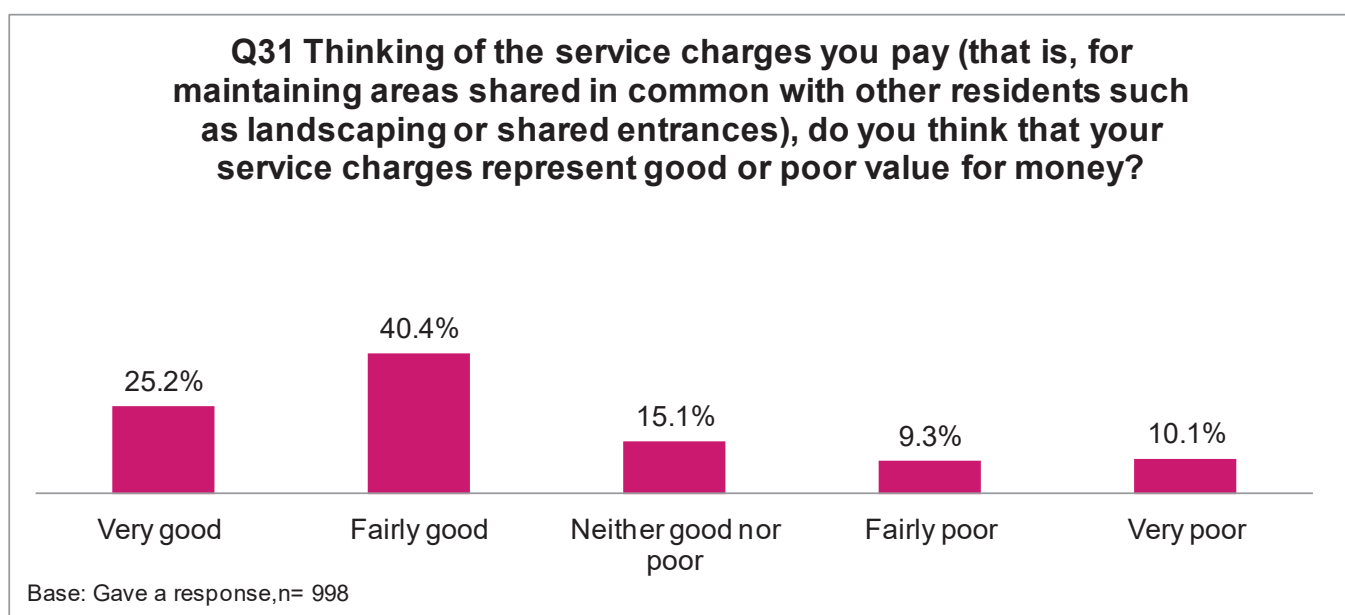
The main reasons given for not finding the rent for their property good value for money was where tenants felt the rent was too expensive or keeps increasing (49%), where tenants felt the rent did not reflect the size of their property (32%) and where tenants felt their home required upgrades or improvements (17%).

| Q30 Can you please explain why you feel that the rent you pay for this property is not good value for money? If you don't have anything to say please click next. | | |
|---|-----|-------|
| Base: Gave an opinion, n=107 | No. | % |
| Rent too expensive/ keeps increasing | 52 | 48.6% |
| Poor size of home | 34 | 31.8% |
| Home requires upgrades/ improvements | 18 | 16.8% |
| Poor services we receive/ not value for money | 17 | 15.9% |
| Council properties cheaper for same service | 12 | 11.2% |
| On benefits/ don't pay | 4 | 5.6% |
| Home is in need of repairs | 3 | 2.8% |
| Service charges too high | 2 | 1.9% |
| Other | 6 | 3.7% |

9.2 Value for money of service charges (Q31/32)

In terms of the service charges tenants pay for maintaining areas shared in common with other residents, 66% of tenants were of the opinion this was very or fairly good value for money compared to 19% who rated it very or fairly poor value for money and 15% who said it was neither good nor poor value.

In 2012, 21% of tenants rated the service charge poor value for money compared to 19% in 2015.



Where tenants did not rate the service charge good value for money this tended to be where tenants perceived the charge to be too expensive (45%) or that they received a poor grass cutting service (20%).

| Q32 Can you please explain why you feel that your service charges are not good value for money? If you don't have anything to say please click next. | | |
|---|------------|----------|
| Base: Gave an opinion, n=216 | No. | % |
| Service charges too expensive/ not value for money | 97 | 44.9% |
| Poor grass cutting service e.g. mess left/ not done often enough | 43 | 19.9% |
| Nothing gets done | 33 | 15.3% |
| Don't know what I'm paying for | 30 | 13.9% |
| Don't pay any service charge/ on benefits | 25 | 11.6% |
| Poor standard of close/ stair cleaning/ not done often enough | 16 | 7.4% |
| Too much litter in the area/ not getting picked up | 16 | 7.4% |
| Dog fouling issues | 8 | 3.7% |
| Winter maintenance is poor | 5 | 2.3% |
| Bin issues e.g. not getting emptied/ overflowing | 3 | 1.4% |
| Other | 6 | 2.8% |

9.3 Information provided on how rent charges are set (Q33)

Over 7 in 10 tenants (71%) said they have enough information about how the charges they pay are decided. This is slightly less than was reported in 2015 (78%).

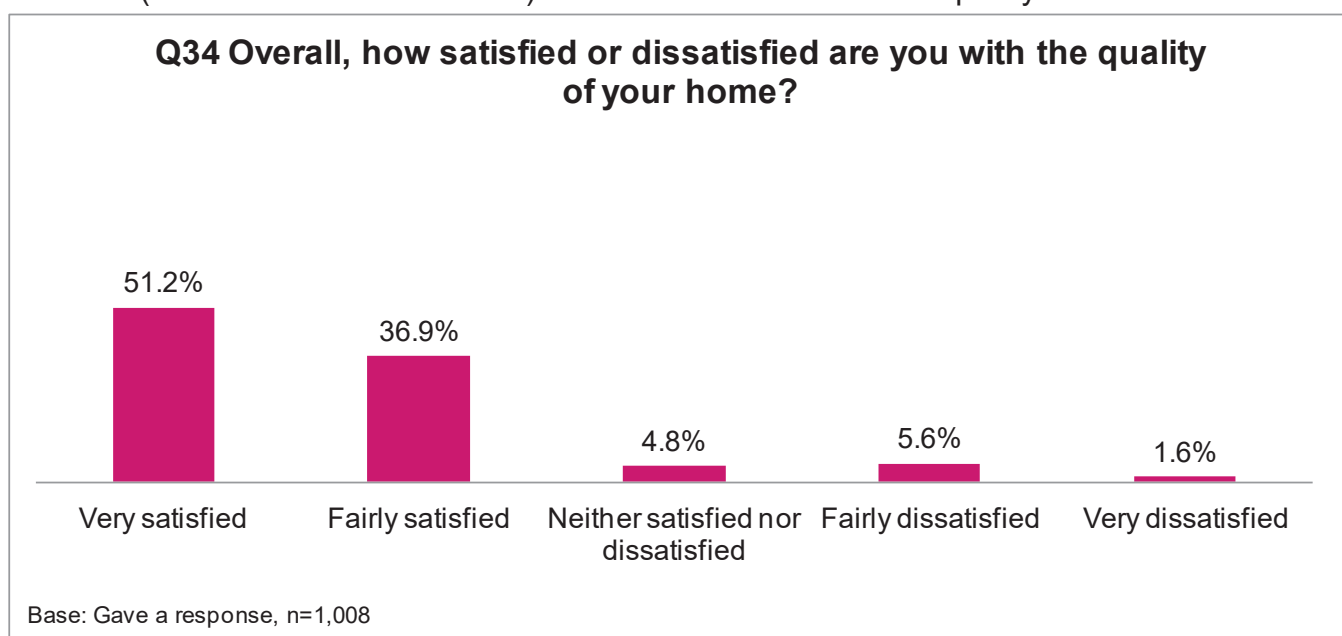
10. THE HOME AND NEIGHBOURHOOD

10.1 Satisfaction with the quality of the home (Q34/35)

Just under 9 in 10 tenants (88%) were either very or fairly satisfied with the quality of their home compared to 5% who were neither satisfied nor dissatisfied and 7% who were very or fairly dissatisfied.

In 2012, 11% of tenants were dissatisfied with the quality of the home compared to 7% who were dissatisfied in 2015.

A full analysis of this question by postcode area can be found in the appendix. All tenants who lived in IV1, IV14, IV20, IV24, IV26, IV36, KW8, KW10 and PH20 were satisfied with the quality of the home. Tenants who lived in IV21 (50% - 1 out of 2 tenants), IV9 (67% - 2 out of 3 tenants) and IV63 (71% - 10 out of 14 tenants) were least satisfied with the quality of the home.



Reasons given for not being satisfied with the quality of the home were where tenants were of the opinion that their home required repairs (22%), due to problems with dampness or mould (18%) or regarding problems with the heating system.

| Q35 Can you please explain why you are not satisfied with the quality of your home? If you don't have anything to say please click next. | | |
|--|-----|-------|
| Base: Gave a response, n=100 | No. | % |
| Home is in need of repairs | 22 | 22.0% |
| Problems with dampness/ mould | 18 | 18.0% |
| Poor heating/ boiler system/ expensive to run | 17 | 17.0% |
| Home/ flat is too small/ not enough space | 15 | 15.0% |
| No soundproofing/ insulation | 10 | 10.0% |
| Home requires upgrades/ improvements e.g. windows/ doors/ kitchen/ bathroom | 38 | 38.0% |
| Faulty electrics/ fittings | 5 | 5.0% |
| Outside maintenance required e.g. gardens/ fencing | 8 | 8.0% |
| Other | 7 | 7.0% |

10.2 Suggestions for improving the quality of the home (Q36)

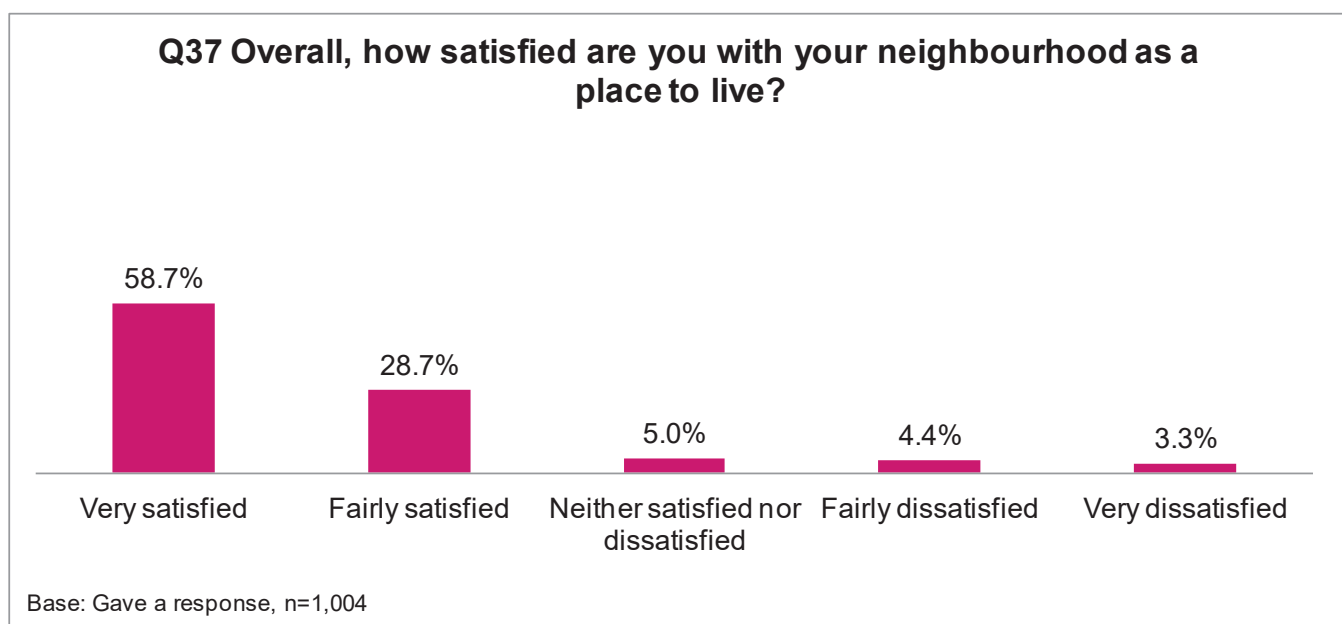
When asked for their suggestions on what Albyn should do that would improve the quality of their home, 34% cited upgrades or improvements, 19% suggested improvements to new boilers or heating systems and 11% suggested outside maintenance such as to fencing, roofs and gutters.

| Q36 What are the main things you think Albyn should do that would improve the quality of your home? If you don't have anything to say please click next. | | |
|---|------------|----------|
| Base: Gave a response, n=496 | No. | % |
| Upgrades/ improvements e.g. windows/ doors/ kitchens/ bathroom | 168 | 33.9% |
| New boiler/ heating system | 93 | 18.8% |
| Outside maintenance e.g. fencing/ roof/ gutters | 53 | 10.7% |
| Soundproofing/ insulation | 44 | 8.9% |
| Improve the repairs service e.g. time for completion/ quality of workmanship | 43 | 8.7% |
| Deal with damp/ mould issues | 30 | 6.0% |
| More storage space | 26 | 5.2% |
| Aids/ adaptations to help with disability | 24 | 4.8% |
| Garden e.g. grass cuttings/ drainage | 20 | 4.0% |
| Happy with home/ very satisfied | 19 | 3.8% |
| Bigger home/ like to move | 16 | 3.2% |
| Car parking spaces | 9 | 1.8% |
| Other | 37 | 7.5% |

10.3 Satisfaction with the neighbourhood as a place to live (Q37)

Just under 9 in 10 tenants (87%) were either very or fairly satisfied with their neighbourhood as a place to live compared to 8% who were very or fairly dissatisfied and 5% who were neither satisfied nor dissatisfied.

In 2012, 11% of tenants were dissatisfied with their neighbourhood as a place to live compared to 8% in 2015.



A full analysis of this question by postcode area can be found in the appendix. All respondents who lived in IV5, IV9, IV14, IV21, IV24, IV26, IV27, IV36, KW9, KW10 and PH20 were satisfied with their neighbourhood as a place to live. On the other hand, those who lived in IV6 (75% - 12 out of 16 tenants), IV20 (75% - 3 out of 4 tenants) and KW8 (50% - 1 out of 2 tenants) were least likely to be satisfied with their neighbourhood.

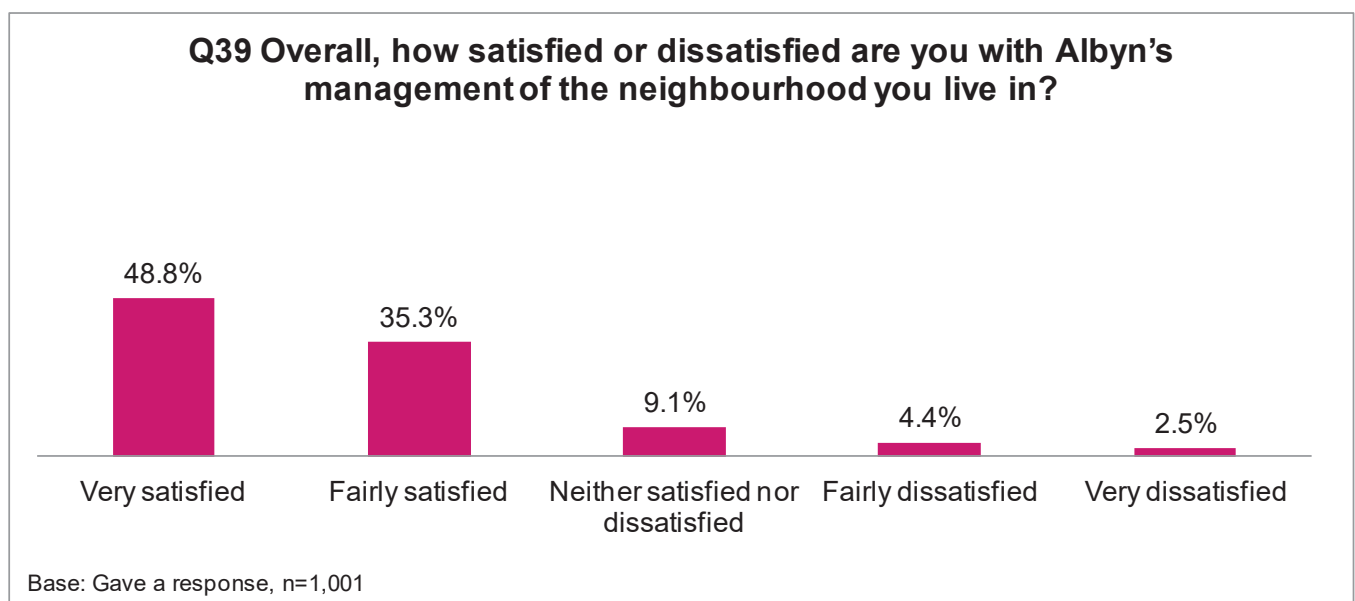
10.4 Suggestions for improving the quality of the neighbourhood (Q38)

In terms of tenant suggestions for improving the quality of the neighbourhood, 37% suggested dealing with anti social behaviour, 13% suggested a play park or area for children and 10% suggested tackling dog fouling.

| Q38 What are the main things you think Albyn should do that would improve the quality of your neighbourhood? If you don't have anything to say please click next. | | |
|--|------------|----------|
| Base: Gave an opinion, n=285 | No. | % |
| Deal with anti-social behaviour/ too many undesirables moving into the area | 105 | 36.8% |
| Play park/ area for children | 37 | 13.0% |
| Tackle dog fouling problem | 29 | 10.2% |
| Improved car parking | 20 | 7.0% |
| Clean up the area/ too much litter lying about | 35 | 12.3% |
| Deal with bin issues e.g. overflowing/ fly tipping/ not enough bins | 23 | 8.1% |
| Grounds maintenance could be better e.g. gardens/ fencing | 53 | 18.6% |
| No issues/ good neighbourhood | 13 | 4.6% |
| Traffic calming measures e.g. signs/ speed bumps | 6 | 2.1% |
| More amenities/ public transport | 5 | 1.8% |
| Don't know | 7 | 2.5% |
| Other | 20 | 7.0% |

10.5 Satisfaction with Albyn's management of the neighbourhood (Q39/40)

More than 8 in 10 tenants (84%) were very or fairly satisfied with Albyn's management of the neighbourhood they live in compared to 7% who were very or fairly dissatisfied and 9% who were neither satisfied nor dissatisfied.



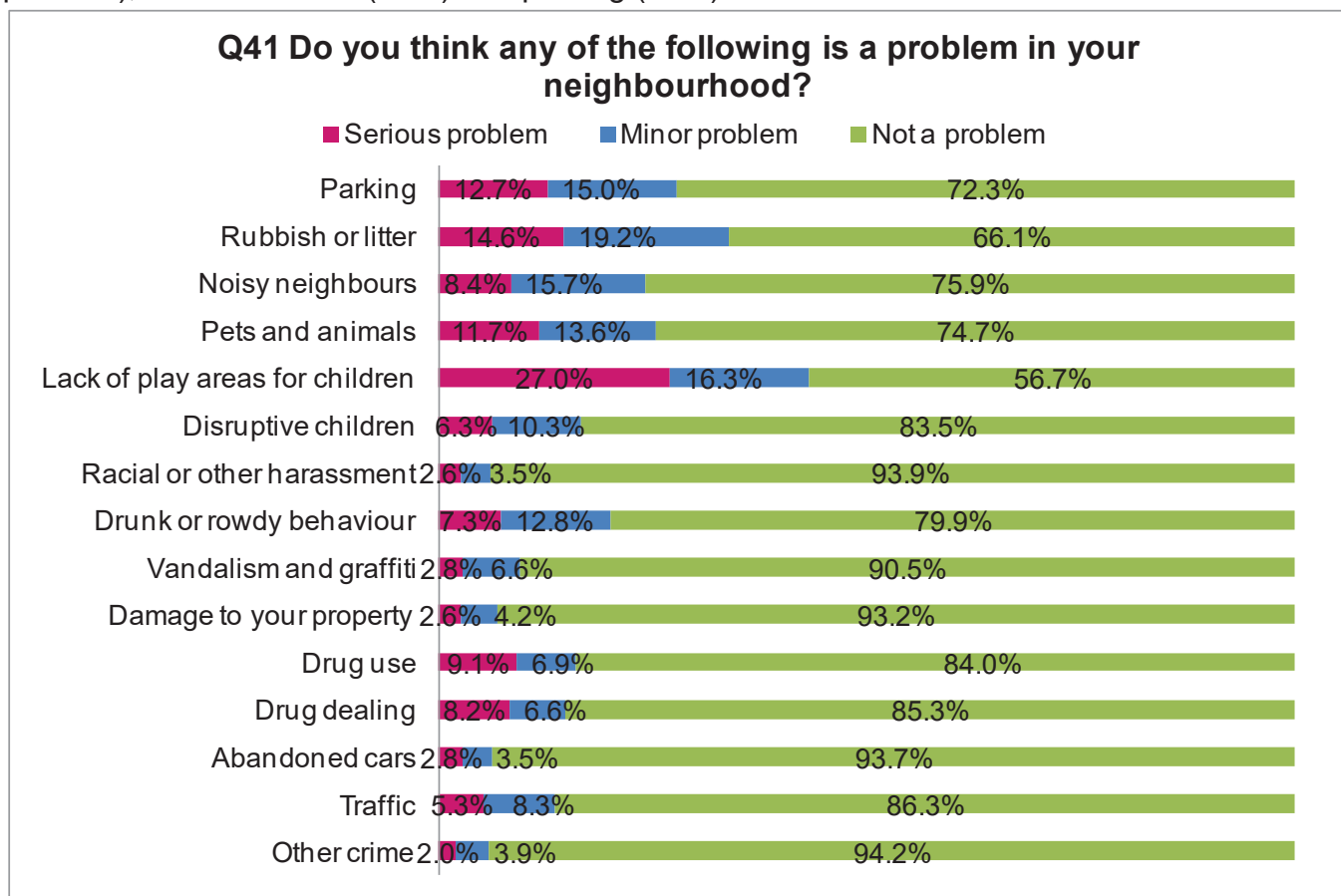
A full analysis of this question by postcode can be found in the appendix. All tenants who lived in IV5, IV14, IV20, IV21, IV24, IV26, KW9, PH20 and PH32 were satisfied with the management of their neighbourhood as a place to live. On the other hand, tenants who lived in IV2 (73% - 75 out of 102 tenants, IV9 (67% - 2 out of 3 tenants) and KW8 (50% - 1 out of 2 tenants) were least likely to be satisfied with neighbourhood management.

Those who were not satisfied with Albyn's management of the neighbourhood were asked to specify why they felt this way. Just under 4 in 10 respondents (38%) said Albyn did not deal with anti social behaviour, 30% said Albyn do not do anything or they are not aware of the work that they do in the neighbourhood and 16% were unhappy with grounds maintenance and landscaping not being done.

| Q40 Can you please explain why you are not satisfied with Albyn's management of the neighbourhood you live in? If you don't have anything to say please click next. | | |
|--|------------|----------|
| Base: Gave an opinion, n=87 | No. | % |
| Don't deal with anti-social behaviour/ vet tenants | 33 | 37.9% |
| Albyn do nothing/ don't see what they do | 26 | 29.9% |
| Grounds maintenance/ landscaping not done e.g. grass cutting/ fencing | 14 | 16.1% |
| Lack of street cleaning/ litter everywhere | 10 | 11.5% |
| Problems with dog/ cat fouling | 4 | 4.6% |
| Bin issues e.g. overflowing/ fly tipping/ dumping | 4 | 4.6% |
| Not enough car parking available | 3 | 3.4% |
| No play facilities for children | 3 | 3.4% |
| Other | 5 | 5.7% |

10.6 Neighbourhood problems (Q41)

Tenants were asked to specify whether they consider various neighbourhood issues to be a serious problem, a minor problem or not a problem in their neighbourhood. The biggest neighbourhood concerns for tenants were the lack of play areas (43% stating serious or minor problem), rubbish or litter (34%) and parking (28%).



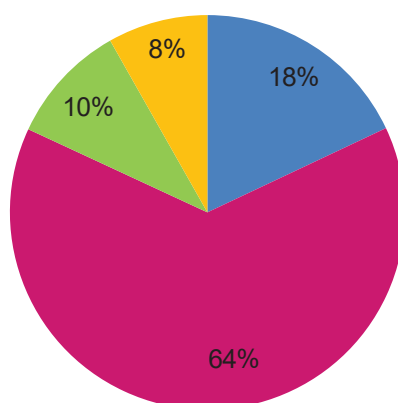
In 2012, the top three neighbourhood problems were a lack of play areas (22% stating serious or minor problem), followed by rubbish or litter lying around (14%) and noisy neighbours (11%).

10.7 Change in the neighbourhood (Q42)

Tenants were asked to what extent they would say their neighbourhood has improved or declined over the last 3 years. The vast majority (64%) were of the opinion the neighbourhood has stayed the same, 18% said the neighbourhood has improved and 10% were of the opinion the neighbourhood has declined. In 2012, 14% of tenants said the neighbourhood had improved, 63% said it had stayed the same and 14% said it had declined.

Q42 In the last 3 years would you say your neighbourhood has improved or declined?

■ Improved ■ Stayed the same ■ Declined ■ Don't know



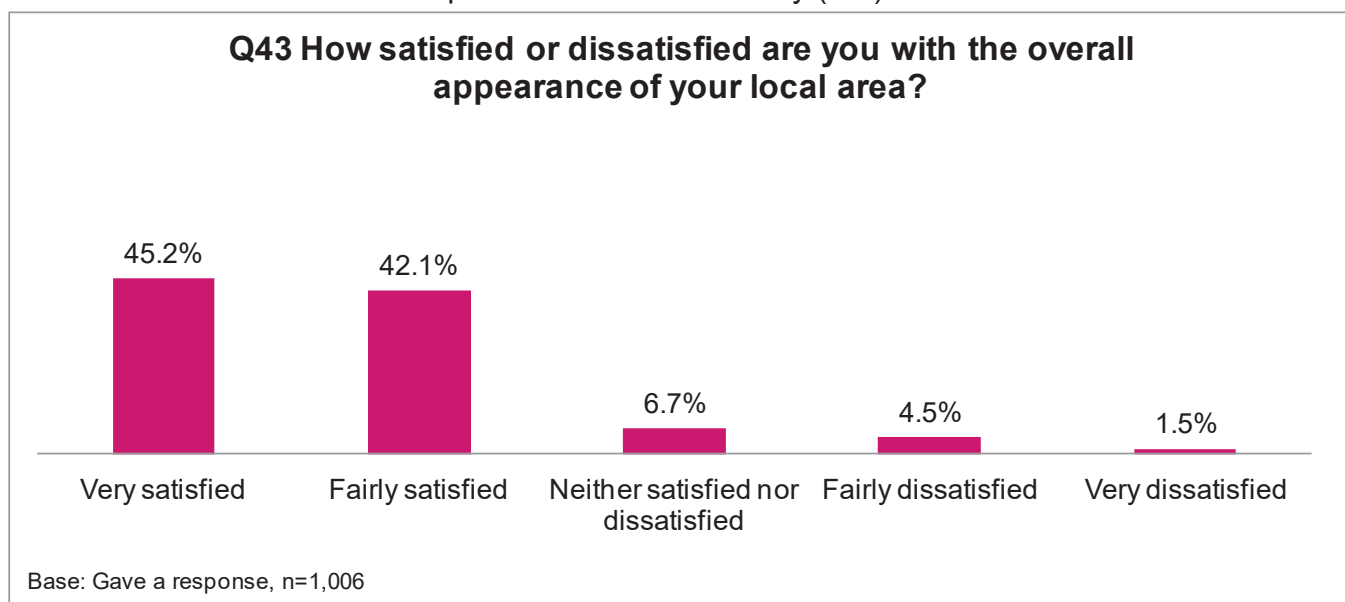
Base: Gave a response, n=1,003

Tenants who lived in KW9 (30% - 3 out of 10 tenants), KW14 (29% - 6 out of 10 tenants) and KW10 (27% - 3 out of 11 tenants) were most likely to have said the neighbourhood has improved in the last 3 years. A full analysis of this question can be found in the appendix.

10.8 Satisfaction with appearance of local area (Q43)

In terms of the appearance of the local area, 87% of tenants were either very or fairly satisfied in this respect compared to 7% who were neither satisfied nor dissatisfied and 6% who were very or fairly dissatisfied.

In 2012, 10% of tenants were dissatisfied with the overall appearance of the neighbourhood which is more than has been reported in the 2015 survey (6%).



A full analysis of this question broken down by analysis area can be found in the appendix. All respondents who lived in IV5, IV9, IV14, IV20, IV21, IV22, IV24, IV26, IV27, IV36, KW8, PH20, and PH25 were satisfied with the overall appearance of their local area. On the other hand, satisfaction levels were lowest for those living in IV4 (72% - 13 out of 18 tenants), PH23 (75% - 6 out of 8 tenants) and KW1 (79% - 15 out of 19 tenants).

11. HOUSEHOLD INFORMATION

11.1 Age and gender (Q44/45)

Over 6 in 10 respondents to the survey were female (61%) and 39% were male. In terms of the age profile of tenants, 17% were aged 16 to 34, 39% were aged 35 to 54, 35% were aged 55 to 74 and 9% were aged 75 and over.

| Q44 How old are you? | | |
|--------------------------------|-----|-------|
| Base: Gave an opinion, n=1,001 | No. | % |
| 16-24 | 50 | 5.0% |
| 25-34 | 120 | 12.0% |
| 35-44 | 168 | 16.8% |
| 45-54 | 227 | 22.7% |
| 55-64 | 190 | 19.0% |
| 65-74 | 159 | 15.9% |
| 75-84 | 71 | 7.1% |
| 85+ | 16 | 1.6% |

11.2 Employment status (Q46)

With regards to the employment status of respondents, 35% were in full or part time employment, 12% were unemployed, 19% were long term sick or disabled, 7% were looking after family or caring for others and 25% were retired.

| Q46 What is your current work status? | | |
|--|-----|-------|
| Base: Gave an opinion, n=1,000 | No. | % |
| Full time paid work (35 or more hours per week) | 208 | 20.8% |
| Part time paid work (more than 16 but less than 35 hours per week) | 117 | 11.7% |
| Part time paid work (less than 16 hours per week) | 25 | 2.5% |
| Full time education | 15 | 1.5% |
| Unemployed | 117 | 11.7% |
| Long term sick or disabled | 194 | 19.4% |
| Caring for others/ Looking after family | 66 | 6.6% |
| Retired | 245 | 24.5% |
| Self employed | 8 | 0.8% |
| Other | 5 | 0.5% |

11.3 Disability or health conditions (Q47/48)

Less than half of tenants (45%) said that the daily activities of someone in their household were limited by a health problem that is expected to last at least 12 months. The majority of health conditions were in relation to mobility or physical disabilities (66%).

| Q48 If yes, is this related to...? (please select all that apply) | | |
|---|-----|-------|
| Base: Said yes and gave a response, n=441 | No. | % |
| Mobility/ physical disabilities | 289 | 65.5% |
| Mental health condition | 100 | 22.7% |
| Learning difficulties (eg dyslexia) | 34 | 7.7% |
| Difficulties with hearing | 32 | 7.3% |
| Difficulties with sight | 31 | 7.0% |
| Developmental disorder (eg Autistic Spectrum Disorder or Asperger's Syndrome) | 19 | 4.3% |
| Learning disability (eg Down's Syndrome) | 18 | 4.1% |
| Other condition | 9 | 2.0% |
| Don't know | 2 | 0.5% |
| Long term illness, disease or condition | 99 | 22.4% |

11.4 Sexual orientation (Q49)

In terms of sexual orientation, 8 in 10 tenants (85%) were heterosexual or straight and 15% refused to answer this question. Only 3 individuals classified themselves as lesbian or gay and 3 further tenants said they were bisexual.

| Q49 How would you describe your sexual orientation? | | |
|---|-----|-------|
| Base: Gave a response, n=979 | No. | % |
| Heterosexual/ Straight | 829 | 84.7% |
| Lesbian/ Gay | 3 | 0.3% |
| Bisexual | 3 | 0.3% |
| Prefer not to say | 144 | 14.7% |

11.5 Ethnicity (Q50)

The table below shows the ethnic origin of all tenants, with the vast majority (96%) being White Scottish or White Other British ethnic origin.

| Q50 How would you describe your ethnic origin? | | |
|--|-----|-------|
| Base: n=1,005 | No. | % |
| White Scottish | 798 | 79.4% |
| White Other British | 164 | 16.3% |
| White Irish | 4 | 0.4% |
| Gypsy/ Traveller | 3 | 0.3% |
| Polish | 11 | 1.1% |
| Any other white ethnic group | 14 | 1.4% |
| Any mixed or multiple ethnic groups | 1 | 0.1% |
| Pakistani, Pakistani Scottish or Pakistani British | 0 | 0.0% |
| Indian, Indian Scottish or Indian British | 1 | 0.1% |
| Bangladeshi, Bangladeshi Scottish or Bangladeshi British | 0 | 0.0% |
| Chinese, Chinese Scottish or Chinese British | 1 | 0.1% |
| Other Asian | 0 | 0.0% |
| African, African Scottish or African British | 2 | 0.2% |
| Caribbean, Caribbean Scottish or Caribbean British | 1 | 0.1% |
| Black, Black Scottish or Black British | 0 | 0.0% |
| Other African, Caribbean or Black | 0 | 0.0% |
| Arab | 0 | 0.0% |
| Other ethnicity | 5 | 0.5% |

Appendix 1

Survey Questionnaire

Appendix 2

Data tables

Q14 (Area analysis)

| Counts Break % Respondents | Base | When you contact Albryn at what times would you like to be... | | | | | |
|----------------------------------|------|---|-----------------------------|---------------------|----------------|---------------------|---------------------------|
| | | Monday to Friday daytime | Monday to Friday evening | Saturday daytime | Sunday daytime | Weekend evenings | Any emergency call out |
| Total | 1003 | 850 84.7% | 266 26.5% | 149 14.9% | 96 9.6% | 104 10.4% | 441 44.0% |
| PC | | | | | | | |
| IV1 | 13 | 11 84.6% | 2 15.4% | 2 15.4% | 1 7.7% | 2 15.4% | 4 30.8% |
| IV2 | 102 | 86 84.3% | 33 32.4% | 14 13.7% | 9 8.8% | 13 12.7% | 48 47.1% |
| IV3 | 126 | 102 81.0% | 38 30.2% | 15 11.9% | 14 11.1% | 18 14.3% | 38 30.2% |
| IV4 | 19 | 17 89.5% | 7 36.8% | 3 15.8% | 1 5.3% | 3 15.8% | 8 42.1% |
| IV5 | 7 | 5 71.4% | 2 28.6% | 2 28.6% | 2 28.6% | 2 28.6% | 6 85.7% |
| IV6 | 16 | 15 93.8% | 3 18.8% | 2 12.5% | 1 6.3% | 1 6.3% | 10 62.5% |
| IV7 | 31 | 29 93.5% | 9 29.0% | 4 12.9% | 4 12.9% | 2 6.5% | 17 54.8% |
| IV9 | 4 | 3 75.0% | 1 25.0% | 1 25.0% | - - | - - | 2 50.0% |
| IV10 | 10 | 9 90.0% | 1 10.0% | 1 10.0% | 1 10.0% | 1 10.0% | 1 10.0% |
| IV12 | 97 | 88 90.7% | 18 18.6% | 12 12.4% | 6 6.2% | 7 7.2% | 61 62.9% |
| IV14 | 4 | 2 50.0% | 2 50.0% | - - | - - | - - | 2 50.0% |
| IV15 | 25 | 22 88.0% | 6 24.0% | 6 24.0% | 3 12.0% | 4 16.0% | 7 28.0% |
| IV16 | 13 | 11 84.6% | 3 23.1% | 1 7.7% | 1 7.7% | 1 7.7% | 3 23.1% |
| IV17 | 47 | 40 85.1% | 13 27.7% | 7 14.9% | 6 12.8% | 3 6.4% | 10 21.3% |
| IV18 | 169 | 141 83.4% | 53 31.4% | 30 17.8% | 23 13.6% | 21 12.4% | 83 49.1% |
| IV19 | 66 | 57 86.4% | 16 24.2% | 14 21.2% | 8 12.1% | 6 9.1% | 38 57.6% |
| IV20 | 4 | 4 100.0% | - - | 1 25.0% | - - | - - | 2 50.0% |
| IV21 | 2 | 2 100.0% | 2 100.0% | 2 100.0% | 2 100.0% | 2 100.0% | 2 100.0% |
| IV22 | 16 | 13 81.3% | 3 18.8% | 1 6.3% | 1 6.3% | 2 12.5% | 3 18.8% |
| IV24 | 1 | 1 100.0% | - - | - - | - - | - - | - - |
| IV25 | 14 | 11 78.6% | 3 21.4% | 4 28.6% | 2 14.3% | 2 14.3% | 8 57.1% |
| IV26 | 5 | 4 80.0% | - - | - - | - - | - - | 2 40.0% |
| IV27 | 17 | 14 82.4% | 5 29.4% | - - | - - | - - | 6 35.3% |
| IV36 | 6 | 4 66.7% | - - | - - | - - | - - | 4 66.7% |
| IV54 | 21 | 17 81.0% | 6 28.6% | 2 9.5% | - - | 1 4.8% | 12 57.1% |
| IV63 | 14 | 13 92.9% | 1 7.1% | 4 28.6% | 1 7.1% | 1 7.1% | 9 64.3% |
| KW1 | 19 | 14 73.7% | 5 26.3% | 3 15.8% | 3 15.8% | 3 15.8% | 7 36.8% |
| KW8 | 2 | 2 100.0% | - - | - - | - - | - - | 2 100.0% |
| KW9 | 10 | 9 90.0% | 3 30.0% | 1 10.0% | 1 10.0% | 1 10.0% | 2 20.0% |
| KW10 | 10 | 10 100.0% | 2 20.0% | 1 10.0% | - - | - - | 1 10.0% |
| KW14 | 22 | 14 63.6% | 11 50.0% | 2 9.1% | - - | - - | 3 13.6% |
| PH20 | 3 | 2 66.7% | - - | - - | - - | - - | 1 33.3% |
| PH21 | 15 | 12 80.0% | 3 20.0% | 3 20.0% | 2 13.3% | 1 6.7% | 9 60.0% |
| PH22 | 29 | 27 93.1% | 7 24.1% | 7 24.1% | 3 10.3% | 5 17.2% | 17 58.6% |
| PH23 | 8 | 8 100.0% | - - | 2 25.0% | - - | - - | 3 37.5% |
| PH25 | 13 | 12 92.3% | 2 15.4% | 1 7.7% | 1 7.7% | 2 15.4% | 6 46.2% |
| PH26 | 14 | 10 71.4% | 5 35.7% | 1 7.1% | - - | - - | 3 21.4% |
| PH32 | 9 | 9 100.0% | 1 11.1% | - - | - - | - - | 1 11.1% |

Q34 (Age of property analysis)

Q34 (Area analysis)

| Counts Break % Respondents | Base | Overall, how satisfied or dissatisfied are you with the quality of your home? | | | | |
|----------------------------------|------|---|------------------|---------------------------------------|------------------------|----------------------|
| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| Total | 1005 | 515 51.2% | 371 36.9% | 48 4.8% | 56 5.6% | 15 1.5% |
| PC | | | | | | |
| IV1 | 13 | 7 53.8% | 6 46.2% | - | - | - |
| IV2 | 103 | 52 50.5% | 38 36.9% | 6 5.8% | 5 4.9% | 2 1.9% |
| IV3 | 126 | 59 46.8% | 53 42.1% | 6 4.8% | 8 6.3% | - |
| IV4 | 18 | 11 61.1% | 4 22.2% | 1 5.6% | 2 11.1% | - |
| IV5 | 7 | 4 57.1% | 2 28.6% | - | 1 14.3% | - |
| IV6 | 16 | 6 37.5% | 8 50.0% | - | 1 6.3% | 1 6.3% |
| IV7 | 31 | 19 61.3% | 9 29.0% | 1 3.2% | 1 3.2% | 1 3.2% |
| IV9 | 3 | 2 66.7% | - | - | - | 1 33.3% |
| IV10 | 11 | 5 45.5% | 4 36.4% | 1 9.1% | 1 9.1% | - |
| IV12 | 98 | 50 51.0% | 38 38.8% | 6 6.1% | 3 3.1% | 1 1.0% |
| IV14 | 3 | 3 100.0% | - | - | - | - |
| IV15 | 26 | 10 38.5% | 13 50.0% | 1 3.8% | 2 7.7% | - |
| IV16 | 13 | 3 23.1% | 7 53.8% | 2 15.4% | 1 7.7% | - |
| IV17 | 48 | 26 54.2% | 19 39.6% | 1 2.1% | 2 4.2% | - |
| IV18 | 170 | 94 55.3% | 55 32.4% | 5 2.9% | 11 6.5% | 5 2.9% |
| IV19 | 66 | 36 54.5% | 20 30.3% | 6 9.1% | 2 3.0% | 2 3.0% |
| IV20 | 4 | 2 50.0% | 2 50.0% | - | - | - |
| IV21 | 2 | - | 1 50.0% | 1 50.0% | - | - |
| IV22 | 16 | 11 68.8% | 4 25.0% | - | 1 6.3% | - |
| IV24 | 1 | 1 100.0% | - | - | - | - |
| IV25 | 14 | 6 42.9% | 6 42.9% | 1 7.1% | 1 7.1% | - |
| IV26 | 5 | 2 40.0% | 3 60.0% | - | - | - |
| IV27 | 17 | 5 29.4% | 10 58.8% | 1 5.9% | 1 5.9% | - |
| IV36 | 6 | 3 50.0% | 3 50.0% | - | - | - |
| IV54 | 19 | 9 47.4% | 7 36.8% | - | 3 15.8% | - |
| IV63 | 14 | 9 64.3% | 1 7.1% | - | 3 21.4% | 1 7.1% |
| KW1 | 19 | 9 47.4% | 6 31.6% | 2 10.5% | 2 10.5% | - |
| KW8 | 2 | - | 2 100.0% | - | - | - |
| KW9 | 10 | 6 60.0% | 3 30.0% | 1 10.0% | - | - |
| KW10 | 10 | 8 80.0% | 2 20.0% | - | - | - |
| KW14 | 22 | 10 45.5% | 10 45.5% | 1 4.5% | 1 4.5% | - |
| PH20 | 3 | 2 66.7% | 1 33.3% | - | - | - |
| PH21 | 15 | 8 53.3% | 5 33.3% | 1 6.7% | 1 6.7% | - |
| PH22 | 29 | 16 55.2% | 10 34.5% | 1 3.4% | 2 6.9% | - |
| PH23 | 8 | 4 50.0% | 3 37.5% | 1 12.5% | - | - |
| PH25 | 13 | 6 46.2% | 6 46.2% | - | - | 1 7.7% |
| PH26 | 14 | 6 42.9% | 7 50.0% | 1 7.1% | - | - |
| PH32 | 10 | 5 50.0% | 3 30.0% | 1 10.0% | 1 10.0% | - |

Q37 (Area analysis)

| Counts Break % Respondents | Base | Overall, how satisfied are you with your neighbourhood as... | | | | |
|----------------------------------|------|--|------------------|---------------------------------------|------------------------|----------------------|
| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| Total | 1001 | 588 59% | 287 29% | 49 5% | 44 4% | 33 3% |
| PC | | | | | | |
| IV1 | 13 | 7 54% | 4 31% | 1 8% | 1 8% | - - |
| IV2 | 101 | 52 51% | 31 31% | 11 11% | 5 5% | 2 2% |
| IV3 | 126 | 57 45% | 46 37% | 7 6% | 8 6% | 8 6% |
| IV4 | 19 | 10 53% | 7 37% | 1 5% | 1 5% | - - |
| IV5 | 7 | 6 86% | 1 14% | - - | - - | - - |
| IV6 | 16 | 6 38% | 6 38% | 3 19% | 1 6% | - - |
| IV7 | 31 | 22 71% | 8 26% | - - | 1 3% | - - |
| IV9 | 3 | 2 67% | 1 33% | - - | - - | - - |
| IV10 | 11 | 4 36% | 6 55% | - - | - - | 1 9% |
| IV12 | 98 | 62 63% | 24 24% | 4 4% | 5 5% | 3 3% |
| IV14 | 4 | 4 100% | - - | - - | - - | - - |
| IV15 | 26 | 13 50% | 9 35% | 2 8% | 1 4% | 1 4% |
| IV16 | 13 | 5 38% | 7 54% | - - | - - | 1 8% |
| IV17 | 47 | 38 81% | 7 15% | - - | - - | 2 4% |
| IV18 | 168 | 87 52% | 60 36% | 8 5% | 9 5% | 4 2% |
| IV19 | 66 | 45 68% | 11 17% | 5 8% | 3 5% | 2 3% |
| IV20 | 4 | 2 50% | 1 25% | - - | 1 25% | - - |
| IV21 | 2 | 2 100% | - - | - - | - - | - - |
| IV22 | 16 | 12 75% | 3 19% | - - | - - | 1 6% |
| IV24 | 1 | 1 100% | - - | - - | - - | - - |
| IV25 | 14 | 11 79% | 1 7% | - - | 1 7% | 1 7% |
| IV26 | 5 | 2 40% | 3 60% | - - | - - | - - |
| IV27 | 17 | 14 82% | 3 18% | - - | - - | - - |
| IV36 | 6 | 5 83% | 1 17% | - - | - - | - - |
| IV54 | 19 | 16 84% | 2 11% | 1 5% | - - | - - |
| IV63 | 14 | 11 79% | 2 14% | - - | 1 7% | - - |
| KW1 | 19 | 9 47% | 7 37% | 1 5% | 1 5% | 1 5% |
| KW8 | 2 | 1 50% | - - | - - | - - | 1 50% |
| KW9 | 10 | 7 70% | 3 30% | - - | - - | - - |
| KW10 | 10 | 8 80% | 2 20% | - - | - - | - - |
| KW14 | 22 | 11 50% | 9 41% | - - | 1 5% | 1 5% |
| PH20 | 3 | 3 100% | - - | - - | - - | - - |
| PH21 | 15 | 6 40% | 6 40% | - - | 3 20% | - - |
| PH22 | 28 | 16 57% | 8 29% | 2 7% | - - | 2 7% |
| PH23 | 8 | 7 88% | - - | 1 13% | - - | - - |
| PH25 | 13 | 9 69% | 2 15% | 1 8% | - - | 1 8% |
| PH26 | 14 | 9 64% | 3 21% | - - | 1 7% | 1 7% |
| PH32 | 10 | 6 60% | 3 30% | 1 10% | - - | - - |

Q39 (Area analysis)

| Counts Break % Respondents | Base | Overall, how satisfied or dissatisfied are you with Albyn's management of the neighbourhood you live in? | | | | |
|----------------------------------|------|--|------------------|---------------------------------------|------------------------|----------------------|
| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| Total | 998 | 486 48.7% | 353 35.4% | 91 9.1% | 44 4.4% | 24 2.4% |
| PC | | | | | | |
| IV1 | 13 | 8 61.5% | 4 30.8% | - - | 1 7.7% | - - |
| IV2 | 102 | 47 46.1% | 27 26.5% | 20 19.6% | 5 4.9% | 3 2.9% |
| IV3 | 125 | 52 41.6% | 52 41.6% | 13 10.4% | 5 4.0% | 3 2.4% |
| IV4 | 19 | 10 52.6% | 7 36.8% | 1 5.3% | 1 5.3% | - - |
| IV5 | 7 | 5 71.4% | 2 28.6% | - - | - - | - - |
| IV6 | 16 | 5 31.3% | 8 50.0% | 2 12.5% | 1 6.3% | - - |
| IV7 | 31 | 18 58.1% | 9 29.0% | 3 9.7% | 1 3.2% | - - |
| IV9 | 3 | 1 33.3% | 1 33.3% | 1 33.3% | - - | - - |
| IV10 | 11 | 4 36.4% | 6 54.5% | - - | - - | 1 9.1% |
| IV12 | 98 | 50 51.0% | 36 36.7% | 7 7.1% | 3 3.1% | 2 2.0% |
| IV14 | 3 | 2 66.7% | 1 33.3% | - - | - - | - - |
| IV15 | 26 | 7 26.9% | 15 57.7% | 3 11.5% | 1 3.8% | - - |
| IV16 | 13 | 5 38.5% | 7 53.8% | - - | 1 7.7% | - - |
| IV17 | 47 | 30 63.8% | 13 27.7% | 2 4.3% | 2 4.3% | - - |
| IV18 | 169 | 76 45.0% | 65 38.5% | 16 9.5% | 7 4.1% | 5 3.0% |
| IV19 | 66 | 34 51.5% | 17 25.8% | 9 13.6% | 5 7.6% | 1 1.5% |
| IV20 | 4 | 3 75.0% | 1 25.0% | - - | - - | - - |
| IV21 | 2 | 1 50.0% | 1 50.0% | - - | - - | - - |
| IV22 | 16 | 11 68.8% | 4 25.0% | - - | - - | 1 6.3% |
| IV24 | 1 | - - | 1 100.0% | - - | - - | - - |
| IV25 | 14 | 9 64.3% | 2 14.3% | 1 7.1% | - - | 2 14.3% |
| IV26 | 5 | 2 40.0% | 3 60.0% | - - | - - | - - |
| IV27 | 17 | 11 64.7% | 5 29.4% | 1 5.9% | - - | - - |
| IV36 | 6 | 3 50.0% | 2 33.3% | - - | 1 16.7% | - - |
| IV54 | 18 | 10 55.6% | 7 38.9% | - - | 1 5.6% | - - |
| IV63 | 14 | 9 64.3% | 3 21.4% | - - | 2 14.3% | - - |
| KW1 | 19 | 10 52.6% | 6 31.6% | 2 10.5% | 1 5.3% | - - |
| KW8 | 2 | 1 50.0% | - - | 1 50.0% | - - | - - |
| KW9 | 10 | 4 40.0% | 6 60.0% | - - | - - | - - |
| KW10 | 10 | 8 80.0% | 1 10.0% | 1 10.0% | - - | - - |
| KW14 | 21 | 9 42.9% | 7 33.3% | 2 9.5% | - - | 3 14.3% |
| PH20 | 3 | 2 66.7% | 1 33.3% | - - | - - | - - |
| PH21 | 15 | 4 26.7% | 8 53.3% | 1 6.7% | 1 6.7% | 1 6.7% |
| PH22 | 28 | 12 42.9% | 9 32.1% | 2 7.1% | 4 14.3% | 1 3.6% |
| PH23 | 8 | 3 37.5% | 4 50.0% | 1 12.5% | - - | - - |
| PH25 | 13 | 6 46.2% | 4 30.8% | 1 7.7% | 1 7.7% | 1 7.7% |
| PH26 | 14 | 7 50.0% | 6 42.9% | 1 7.1% | - - | - - |
| PH32 | 9 | 7 77.8% | 2 22.2% | - - | - - | - - |

Q41 (Area analysis)

| Counts Break % Respondents | Base | Parking | | | Counts Break % Respondents | Base | Rubbish or litter | | |
|----------------------------------|------|--------------------|------------------|------------------|----------------------------------|------|--------------------|------------------|------------------|
| | | Serious problem | Minor problem | Not a problem | | | Serious problem | Minor problem | Not a problem |
| Total | 943 | 120 12.7% | 140 14.8% | 683 72.4% | Total | 954 | 138 14.5% | 183 19.2% | 633 66.4% |
| PC | | | | | PC | | | | |
| IV1 | 11 | 2 18.2% | - | 9 81.8% | IV1 | 12 | 3 25.0% | - | 9 75.0% |
| IV2 | 96 | 9 9.4% | 11 11.5% | 76 79.2% | IV2 | 99 | 8 8.1% | 23 23.2% | 68 68.7% |
| IV3 | 113 | 11 9.7% | 23 20.4% | 79 69.9% | IV3 | 116 | 32 27.6% | 25 21.6% | 59 50.9% |
| IV4 | 19 | 3 15.8% | 5 26.3% | 11 57.9% | IV4 | 19 | 2 10.5% | 3 15.8% | 14 73.7% |
| IV5 | 7 | - | - | 7 100.0% | IV5 | 7 | 2 28.6% | 1 14.3% | 4 57.1% |
| IV6 | 16 | 1 6.3% | 4 25.0% | 11 68.8% | IV6 | 16 | 3 18.8% | 6 37.5% | 7 43.8% |
| IV7 | 28 | 1 3.6% | 3 10.7% | 24 85.7% | IV7 | 28 | 1 3.6% | 5 17.9% | 22 78.6% |
| IV9 | 3 | 2 66.7% | - | 1 33.3% | IV9 | 3 | - | - | 3 100.0% |
| IV10 | 9 | 4 44.4% | 1 11.1% | 4 44.4% | IV10 | 8 | 2 25.0% | 3 37.5% | 3 37.5% |
| IV12 | 87 | 5 5.7% | 13 14.9% | 69 79.3% | IV12 | 88 | 10 11.4% | 15 17.0% | 63 71.6% |
| IV14 | 4 | - | - | 4 100.0% | IV14 | 4 | - | 1 25.0% | 3 75.0% |
| IV15 | 22 | 3 13.6% | 5 22.7% | 14 63.6% | IV15 | 24 | 4 16.7% | 7 29.2% | 13 54.2% |
| IV16 | 13 | 3 23.1% | 7 53.8% | 3 23.1% | IV16 | 13 | - | 2 15.4% | 11 84.6% |
| IV17 | 46 | 6 13.0% | 5 10.9% | 35 76.1% | IV17 | 46 | 4 8.7% | 7 15.2% | 35 76.1% |
| IV18 | 163 | 38 23.3% | 29 17.8% | 96 58.9% | IV18 | 162 | 34 21.0% | 31 19.1% | 97 59.9% |
| IV19 | 62 | 13 21.0% | 6 9.7% | 43 69.4% | IV19 | 64 | 14 21.9% | 7 10.9% | 43 67.2% |
| IV20 | 4 | - | 1 25.0% | 3 75.0% | IV20 | 4 | - | 1 25.0% | 3 75.0% |
| IV21 | 2 | 1 50.0% | - | 1 50.0% | IV21 | 1 | - | - | 1 100.0% |
| IV22 | 16 | 2 12.5% | 1 6.3% | 13 81.3% | IV22 | 16 | 1 6.3% | - | 15 93.8% |
| IV24 | 1 | - | - | 1 100.0% | IV24 | 1 | - | - | 1 100.0% |
| IV25 | 14 | 2 14.3% | - | 12 85.7% | IV25 | 14 | - | 2 14.3% | 12 85.7% |
| IV26 | 4 | - | - | 4 100.0% | IV26 | 4 | - | - | 4 100.0% |
| IV27 | 17 | 1 5.9% | 2 11.8% | 14 82.4% | IV27 | 16 | 2 12.5% | 1 6.3% | 13 81.3% |
| IV36 | 6 | - | 1 16.7% | 5 83.3% | IV36 | 6 | - | - | 6 100.0% |
| IV54 | 22 | - | 6 27.3% | 16 72.7% | IV54 | 22 | 1 4.5% | 3 13.6% | 18 81.8% |
| IV63 | 13 | - | 1 7.7% | 12 92.3% | IV63 | 14 | - | 9 64.3% | 5 35.7% |
| KW1 | 17 | 1 5.9% | - | 16 94.1% | KW1 | 19 | 5 26.3% | 7 36.8% | 7 36.8% |
| KW8 | 2 | - | - | 2 100.0% | KW8 | 2 | - | 1 50.0% | 1 50.0% |
| KW9 | 10 | - | 1 10.0% | 9 90.0% | KW9 | 9 | 1 11.1% | 2 22.2% | 6 66.7% |
| KW10 | 10 | - | 1 10.0% | 9 90.0% | KW10 | 10 | 1 10.0% | 1 10.0% | 8 80.0% |
| KW14 | 19 | 2 10.5% | 2 10.5% | 15 78.9% | KW14 | 20 | 3 15.0% | 7 35.0% | 10 50.0% |
| PH20 | 3 | - | - | 3 100.0% | PH20 | 3 | - | - | 3 100.0% |
| PH21 | 15 | 4 26.7% | 2 13.3% | 9 60.0% | PH21 | 14 | 3 21.4% | 3 21.4% | 8 57.1% |
| PH22 | 27 | 4 14.8% | 3 11.1% | 20 74.1% | PH22 | 27 | 1 3.7% | 6 22.2% | 20 74.1% |
| PH23 | 8 | - | 3 37.5% | 5 62.5% | PH23 | 8 | - | 2 25.0% | 6 75.0% |
| PH25 | 11 | - | - | 11 100.0% | PH25 | 12 | 1 8.3% | - | 11 91.7% |
| PH26 | 13 | 1 7.7% | 4 30.8% | 8 61.5% | PH26 | 13 | - | 2 15.4% | 11 84.6% |
| PH32 | 10 | 1 10.0% | - | 9 90.0% | PH32 | 10 | - | - | 10 100.0% |

| Counts Break % Respondents | Base | Noisy neighbours | | | Counts Break % Respondents | Base | Pets and animals | | |
|----------------------------------|------|--------------------|------------------|------------------|----------------------------------|------|--------------------|------------------|------------------|
| | | Serious problem | Minor problem | Not a problem | | | Serious problem | Minor problem | Not a problem |
| Total | 927 | 77 8.3% | 145 15.6% | 705 76.1% | Total | 938 | 108 11.5% | 127 13.5% | 703 74.9% |
| PC | | | | | PC | | | | |
| IV1 | 11 | 1 9.1% | 2 18.2% | 8 72.7% | IV1 | 12 | 3 25.0% | - - | 9 75.0% |
| IV2 | 98 | 10 10.2% | 25 25.5% | 63 64.3% | IV2 | 96 | 11 11.5% | 17 17.7% | 68 70.8% |
| IV3 | 113 | 14 12.4% | 25 22.1% | 74 65.5% | IV3 | 112 | 13 11.6% | 19 17.0% | 80 71.4% |
| IV4 | 18 | 2 11.1% | 2 11.1% | 14 77.8% | IV4 | 18 | 4 22.2% | 2 11.1% | 12 66.7% |
| IV5 | 7 | 1 14.3% | - - | 6 85.7% | IV5 | 7 | 3 42.9% | - - | 4 57.1% |
| IV6 | 16 | 3 18.8% | 1 6.3% | 12 75.0% | IV6 | 16 | 3 18.8% | 5 31.3% | 8 50.0% |
| IV7 | 28 | 1 3.6% | 2 7.1% | 25 89.3% | IV7 | 28 | 2 7.1% | 1 3.6% | 25 89.3% |
| IV9 | 3 | - - | - - | 3 100.0% | IV9 | 3 | - - | 1 33.3% | 2 66.7% |
| IV10 | 9 | 2 22.2% | 1 11.1% | 6 66.7% | IV10 | 9 | 3 33.3% | 3 33.3% | 3 33.3% |
| IV12 | 85 | 9 10.6% | 13 15.3% | 63 74.1% | IV12 | 86 | 11 12.8% | 13 15.1% | 62 72.1% |
| IV14 | 4 | - - | - - | 4 100.0% | IV14 | 4 | - - | - - | 4 100.0% |
| IV15 | 21 | 1 4.8% | 3 14.3% | 17 81.0% | IV15 | 24 | 3 12.5% | 4 16.7% | 17 70.8% |
| IV16 | 13 | - - | 3 23.1% | 10 76.9% | IV16 | 13 | 1 7.7% | 2 15.4% | 10 76.9% |
| IV17 | 46 | 1 2.2% | 5 10.9% | 40 87.0% | IV17 | 47 | 6 12.8% | 7 14.9% | 34 72.3% |
| IV18 | 155 | 18 11.6% | 25 16.1% | 112 72.3% | IV18 | 156 | 19 12.2% | 14 9.0% | 123 78.8% |
| IV19 | 62 | 4 6.5% | 9 14.5% | 49 79.0% | IV19 | 64 | 5 7.8% | 8 12.5% | 51 79.7% |
| IV20 | 4 | - - | 2 50.0% | 2 50.0% | IV20 | 4 | - - | - - | 4 100.0% |
| IV21 | 1 | - - | - - | 1 100.0% | IV21 | 1 | - - | - - | 1 100.0% |
| IV22 | 16 | 2 12.5% | 3 18.8% | 11 68.8% | IV22 | 16 | 2 12.5% | 2 12.5% | 12 75.0% |
| IV24 | 1 | - - | - - | 1 100.0% | IV24 | 1 | - - | - - | 1 100.0% |
| IV25 | 14 | 1 7.1% | 3 21.4% | 10 71.4% | IV25 | 14 | 1 7.1% | - - | 13 92.9% |
| IV26 | 4 | - - | - - | 4 100.0% | IV26 | 4 | - - | - - | 4 100.0% |
| IV27 | 16 | - - | - - | 16 100.0% | IV27 | 16 | - - | - - | 16 100.0% |
| IV36 | 6 | 1 16.7% | 1 16.7% | 4 66.7% | IV36 | 6 | 1 16.7% | - - | 5 83.3% |
| IV54 | 21 | - - | 21 - | 100.0% | IV54 | 21 | - - | 4 19.0% | 17 81.0% |
| IV63 | 13 | - - | 2 15.4% | 11 84.6% | IV63 | 13 | 1 7.7% | 1 7.7% | 11 84.6% |
| KW1 | 17 | 1 5.9% | 4 23.5% | 12 70.6% | KW1 | 17 | 1 5.9% | 3 17.6% | 13 76.5% |
| KW8 | 2 | - - | - - | 2 100.0% | KW8 | 2 | - - | - - | 2 100.0% |
| KW9 | 9 | - - | 1 11.1% | 8 88.9% | KW9 | 10 | - - | 2 20.0% | 8 80.0% |
| KW10 | 10 | - - | 1 10.0% | 9 90.0% | KW10 | 10 | - - | 2 20.0% | 8 80.0% |
| KW14 | 19 | 1 5.3% | 2 10.5% | 16 84.2% | KW14 | 18 | 1 5.6% | 1 5.6% | 16 88.9% |
| PH20 | 3 | - - | - - | 3 100.0% | PH20 | 3 | - - | - - | 3 100.0% |
| PH21 | 12 | 2 16.7% | 1 8.3% | 9 75.0% | PH21 | 15 | 4 26.7% | 1 6.7% | 10 66.7% |
| PH22 | 27 | - - | 5 18.5% | 22 81.5% | PH22 | 29 | 5 17.2% | 5 17.2% | 19 65.5% |
| PH23 | 8 | - - | 1 12.5% | 7 87.5% | PH23 | 8 | - - | 2 25.0% | 6 75.0% |
| PH25 | 12 | 1 8.3% | - - | 11 91.7% | PH25 | 12 | 1 8.3% | 1 8.3% | 10 83.3% |
| PH26 | 13 | - - | 3 23.1% | 10 76.9% | PH26 | 13 | 2 15.4% | 5 38.5% | 6 46.2% |
| PH32 | 10 | 1 10.0% | - - | 9 90.0% | PH32 | 10 | 2 20.0% | 2 20.0% | 6 60.0% |

| Counts Break % Respondents | Base | Lack of play areas for children | | |
|----------------------------------|------|------------------------------------|------------------|------------------|
| | | Serious problem | Minor problem | Not a problem |
| Total | 925 | 250 27.0% | 149 16.1% | 526 56.9% |
| PC | | | | |
| IV1 | 12 | 3 25.0% | - | 9 75.0% |
| IV2 | 95 | 27 28.4% | 13 13.7% | 55 57.9% |
| IV3 | 113 | 34 30.1% | 21 18.6% | 58 51.3% |
| IV4 | 17 | 5 29.4% | 5 29.4% | 7 41.2% |
| IV5 | 6 | 2 33.3% | - | 4 66.7% |
| IV6 | 16 | 5 31.3% | 2 12.5% | 9 56.3% |
| IV7 | 28 | 6 21.4% | 4 14.3% | 18 64.3% |
| IV9 | 3 | - | 1 33.3% | 2 66.7% |
| IV10 | 10 | 6 60.0% | 1 10.0% | 3 30.0% |
| IV12 | 85 | 21 24.7% | 14 16.5% | 50 58.8% |
| IV14 | 4 | - | 2 50.0% | 2 50.0% |
| IV15 | 24 | 10 41.7% | 4 16.7% | 10 41.7% |
| IV16 | 13 | - | 2 15.4% | 11 84.6% |
| IV17 | 46 | 14 30.4% | 10 21.7% | 22 47.8% |
| IV18 | 153 | 55 35.9% | 31 20.3% | 67 43.8% |
| IV19 | 64 | 21 32.8% | 10 15.6% | 33 51.6% |
| IV20 | 4 | - | 1 25.0% | 3 75.0% |
| IV21 | 2 | 2 100.0% | - | - |
| IV22 | 16 | 3 18.8% | - | 13 81.3% |
| IV24 | 1 | - | - | 1 100.0% |
| IV25 | 13 | 3 23.1% | 1 7.7% | 9 69.2% |
| IV26 | 4 | - | - | 4 100.0% |
| IV27 | 16 | 1 6.3% | 2 12.5% | 13 81.3% |
| IV36 | 6 | - | - | 6 100.0% |
| IV54 | 21 | 4 19.0% | 2 9.5% | 15 71.4% |
| IV63 | 13 | 2 15.4% | 4 30.8% | 7 53.8% |
| KW1 | 17 | 4 23.5% | 4 23.5% | 9 52.9% |
| KW8 | 2 | - | - | 2 100.0% |
| KW9 | 8 | - | 1 12.5% | 7 87.5% |
| KW10 | 10 | 2 20.0% | - | 8 80.0% |
| KW14 | 18 | 3 16.7% | - | 15 83.3% |
| PH20 | 3 | - | - | 3 100.0% |
| PH21 | 12 | 5 41.7% | 1 8.3% | 6 50.0% |
| PH22 | 28 | 4 14.3% | 6 21.4% | 18 64.3% |
| PH23 | 8 | 1 12.5% | 1 12.5% | 6 75.0% |
| PH25 | 11 | 1 9.1% | 1 9.1% | 9 81.8% |
| PH26 | 13 | 3 23.1% | 4 30.8% | 6 46.2% |
| PH32 | 10 | 3 30.0% | 1 10.0% | 6 60.0% |

| Counts Break % Respondents | Base | Disruptive children | | |
|----------------------------------|------|---------------------|------------------|------------------|
| | | Serious problem | Minor problem | Not a problem |
| Total | 922 | 57 6.2% | 94 10.2% | 771 83.6% |
| PC | | | | |
| IV1 | 12 | 2 16.7% | 1 8.3% | 9 75.0% |
| IV2 | 96 | 11 11.5% | 11 11.5% | 74 77.1% |
| IV3 | 108 | 8 7.4% | 10 9.3% | 90 83.3% |
| IV4 | 17 | - | 1 5.9% | 16 94.1% |
| IV5 | 7 | - | - | 7 100.0% |
| IV6 | 16 | 1 6.3% | 1 6.3% | 14 87.5% |
| IV7 | 29 | 2 6.9% | 2 6.9% | 25 86.2% |
| IV9 | 3 | - | - | 3 100.0% |
| IV10 | 9 | - | 3 33.3% | 6 66.7% |
| IV12 | 86 | 7 8.1% | 3 3.5% | 76 88.4% |
| IV14 | 4 | - | 1 25.0% | 3 75.0% |
| IV15 | 22 | 1 4.5% | 2 9.1% | 19 86.4% |
| IV16 | 13 | - | 1 7.7% | 12 92.3% |
| IV17 | 46 | 2 4.3% | 6 13.0% | 38 82.6% |
| IV18 | 154 | 14 9.1% | 20 13.0% | 120 77.9% |
| IV19 | 63 | 5 7.9% | 11 17.5% | 47 74.6% |
| IV20 | 4 | - | 1 25.0% | 3 75.0% |
| IV21 | 1 | - | - | 1 100.0% |
| IV22 | 16 | - | 1 6.3% | 15 93.8% |
| IV24 | 1 | - | - | 1 100.0% |
| IV25 | 14 | 1 7.1% | 2 14.3% | 11 78.6% |
| IV26 | 4 | - | - | 4 100.0% |
| IV27 | 16 | - | - | 16 100.0% |
| IV36 | 6 | - | - | 6 100.0% |
| IV54 | 21 | - | - | 21 100.0% |
| IV63 | 13 | - | 4 30.8% | 9 69.2% |
| KW1 | 17 | - | 3 17.6% | 14 82.4% |
| KW8 | 2 | - | - | 2 100.0% |
| KW9 | 9 | - | - | 9 100.0% |
| KW10 | 10 | - | - | 10 100.0% |
| KW14 | 18 | 1 5.6% | 1 5.6% | 16 88.9% |
| PH20 | 3 | - | - | 3 100.0% |
| PH21 | 12 | - | 1 8.3% | 11 91.7% |
| PH22 | 28 | 2 7.1% | 5 17.9% | 21 75.0% |
| PH23 | 8 | - | 1 12.5% | 7 87.5% |
| PH25 | 11 | - | - | 11 100.0% |
| PH26 | 13 | - | - | 13 100.0% |
| PH32 | 10 | - | 2 20.0% | 8 80.0% |

| Counts Break % Respondents | Base | Racial or other harassment | | | Counts Break % Respondents | Base | Drunk or rowdy behaviour | | |
|----------------------------------|------|----------------------------|------------------|------------------|----------------------------------|------|--------------------------|------------------|------------------|
| | | Serious problem | Minor problem | Not a problem | | | Serious problem | Minor problem | Not a problem |
| Total | 913 | 23 2.5% | 31 3.4% | 859 94.1% | Total | 931 | 67 7.2% | 119 12.8% | 745 80.0% |
| PC | | | | | PC | | | | |
| IV1 | 11 | 1 9.1% | - | 10 90.9% | IV1 | 10 | - | 1 10.0% | 9 90.0% |
| IV2 | 96 | 5 5.2% | 4 4.2% | 87 90.6% | IV2 | 96 | 8 8.3% | 13 13.5% | 75 78.1% |
| IV3 | 108 | 3 2.8% | 6 5.6% | 99 91.7% | IV3 | 115 | 13 11.3% | 24 20.9% | 78 67.8% |
| IV4 | 17 | 1 5.9% | 1 5.9% | 15 88.2% | IV4 | 17 | 1 5.9% | 3 17.6% | 13 76.5% |
| IV5 | 7 | - | - | 7 100.0% | IV5 | 7 | - | - | 7 100.0% |
| IV6 | 16 | - | 1 6.3% | 15 93.8% | IV6 | 16 | - | 4 25.0% | 12 75.0% |
| IV7 | 28 | - | 1 3.6% | 27 96.4% | IV7 | 28 | - | 3 10.7% | 25 89.3% |
| IV9 | 3 | - | - | 3 100.0% | IV9 | 3 | - | - | 3 100.0% |
| IV10 | 9 | - | - | 9 100.0% | IV10 | 10 | 2 20.0% | 1 10.0% | 7 70.0% |
| IV12 | 82 | 1 1.2% | 1 1.2% | 80 97.6% | IV12 | 85 | 10 11.8% | 10 11.8% | 65 76.5% |
| IV14 | 4 | - | - | 4 100.0% | IV14 | 4 | - | - | 4 100.0% |
| IV15 | 22 | 1 4.5% | 1 4.5% | 20 90.9% | IV15 | 22 | - | 2 9.1% | 20 90.9% |
| IV16 | 13 | - | - | 13 100.0% | IV16 | 13 | - | 1 7.7% | 12 92.3% |
| IV17 | 46 | - | 2 4.3% | 44 95.7% | IV17 | 46 | 1 2.2% | 6 13.0% | 39 84.8% |
| IV18 | 153 | 4 2.6% | 8 5.2% | 141 92.2% | IV18 | 157 | 17 10.8% | 24 15.3% | 116 73.9% |
| IV19 | 62 | 2 3.2% | 1 1.6% | 59 95.2% | IV19 | 62 | 3 4.8% | 6 9.7% | 53 85.5% |
| IV20 | 4 | 1 25.0% | - | 3 75.0% | IV20 | 4 | - | 1 25.0% | 3 75.0% |
| IV21 | 1 | - | - | 1 100.0% | IV21 | 1 | - | - | 1 100.0% |
| IV22 | 16 | 1 6.3% | - | 15 93.8% | IV22 | 16 | 1 6.3% | - | 15 93.8% |
| IV24 | 1 | - | - | 1 100.0% | IV24 | 1 | - | 1 100.0% | - |
| IV25 | 14 | 1 7.1% | - | 13 92.9% | IV25 | 14 | 2 14.3% | - | 12 85.7% |
| IV26 | 4 | - | - | 4 100.0% | IV26 | 4 | - | - | 4 100.0% |
| IV27 | 16 | - | - | 16 100.0% | IV27 | 16 | - | - | 16 100.0% |
| IV36 | 6 | - | 1 16.7% | 5 83.3% | IV36 | 6 | - | - | 6 100.0% |
| IV54 | 21 | - | - | 21 100.0% | IV54 | 21 | - | - | 21 100.0% |
| IV63 | 13 | - | - | 13 100.0% | IV63 | 13 | - | 1 7.7% | 12 92.3% |
| KW1 | 17 | - | 1 5.9% | 16 94.1% | KW1 | 19 | 3 15.8% | 5 26.3% | 11 57.9% |
| KW8 | 2 | - | - | 2 100.0% | KW8 | 2 | - | - | 2 100.0% |
| KW9 | 9 | - | - | 9 100.0% | KW9 | 9 | - | 1 11.1% | 8 88.9% |
| KW10 | 10 | - | - | 10 100.0% | KW10 | 10 | - | 1 10.0% | 9 90.0% |
| KW14 | 17 | - | 2 11.8% | 15 88.2% | KW14 | 19 | 1 5.3% | 5 26.3% | 13 68.4% |
| PH20 | 3 | - | - | 3 100.0% | PH20 | 3 | - | - | 3 100.0% |
| PH21 | 12 | 1 8.3% | - | 11 91.7% | PH21 | 13 | 2 15.4% | 2 15.4% | 9 69.2% |
| PH22 | 27 | - | 1 3.7% | 26 96.3% | PH22 | 27 | 2 7.4% | 1 3.7% | 24 88.9% |
| PH23 | 8 | - | - | 8 100.0% | PH23 | 8 | - | 1 12.5% | 7 87.5% |
| PH25 | 12 | 1 8.3% | - | 11 91.7% | PH25 | 11 | - | - | 11 100.0% |
| PH26 | 13 | - | - | 13 100.0% | PH26 | 13 | 1 7.7% | 1 7.7% | 11 84.6% |
| PH32 | 10 | - | - | 10 100.0% | PH32 | 10 | - | 1 10.0% | 9 90.0% |

| Counts Break % Respondents | Base | Vandalism and graffiti | | |
|----------------------------------|------|------------------------|------------------|------------------|
| | | Serious problem | Minor problem | Not a problem |
| Total | 917 | 26 2.8% | 59 6.4% | 832 90.7% |
| PC | | | | |
| IV1 | 10 | - | - | 10 100.0% |
| IV2 | 96 | 2 2.1% | 6 6.3% | 88 91.7% |
| IV3 | 110 | 4 3.6% | 9 8.2% | 97 88.2% |
| IV4 | 18 | 1 5.6% | - | 17 94.4% |
| IV5 | 7 | - | - | 7 100.0% |
| IV6 | 16 | - | 1 6.3% | 15 93.8% |
| IV7 | 28 | 1 3.6% | - | 27 96.4% |
| IV9 | 3 | - | - | 3 100.0% |
| IV10 | 9 | - | - | 9 100.0% |
| IV12 | 81 | 4 4.9% | 2 2.5% | 75 92.6% |
| IV14 | 4 | - | - | 4 100.0% |
| IV15 | 22 | - | 1 4.5% | 21 95.5% |
| IV16 | 13 | - | - | 13 100.0% |
| IV17 | 46 | 1 2.2% | 2 4.3% | 43 93.5% |
| IV18 | 155 | 7 4.5% | 19 12.3% | 129 83.2% |
| IV19 | 62 | 3 4.8% | 12 19.4% | 47 75.8% |
| IV20 | 4 | - | - | 4 100.0% |
| IV21 | 1 | - | - | 1 100.0% |
| IV22 | 16 | - | - | 16 100.0% |
| IV24 | 1 | - | - | 1 100.0% |
| IV25 | 13 | 1 7.7% | - | 12 92.3% |
| IV26 | 4 | - | - | 4 100.0% |
| IV27 | 16 | - | - | 16 100.0% |
| IV36 | 6 | - | - | 6 100.0% |
| IV54 | 21 | - | - | 21 100.0% |
| IV63 | 13 | - | 1 7.7% | 12 92.3% |
| KW1 | 19 | 1 5.3% | 4 21.1% | 14 73.7% |
| KW8 | 2 | - | - | 2 100.0% |
| KW9 | 9 | - | - | 9 100.0% |
| KW10 | 10 | - | - | 10 100.0% |
| KW14 | 18 | 1 5.6% | 1 5.6% | 16 88.9% |
| PH20 | 3 | - | - | 3 100.0% |
| PH21 | 12 | - | - | 12 100.0% |
| PH22 | 27 | - | - | 27 100.0% |
| PH23 | 8 | - | - | 8 100.0% |
| PH25 | 11 | - | 1 9.1% | 10 90.9% |
| PH26 | 13 | - | - | 13 100.0% |
| PH32 | 10 | - | - | 10 100.0% |

| Counts Break % Respondents | Base | Damage to your property | | |
|----------------------------------|------|-------------------------|------------------|------------------|
| | | Serious problem | Minor problem | Not a problem |
| Total | 913 | 24 2.6% | 37 4.1% | 852 93.3% |
| PC | | | | |
| IV1 | 11 | 1 9.1% | - | 10 90.9% |
| IV2 | 95 | 3 3.2% | 4 4.2% | 88 92.6% |
| IV3 | 110 | 5 4.5% | 5 4.5% | 100 90.9% |
| IV4 | 17 | - | - | 17 100.0% |
| IV5 | 7 | - | - | 7 100.0% |
| IV6 | 16 | - | - | 16 100.0% |
| IV7 | 28 | 1 3.6% | 1 3.6% | 26 92.9% |
| IV9 | 3 | - | - | 3 100.0% |
| IV10 | 9 | - | - | 9 100.0% |
| IV12 | 82 | 3 3.7% | 5 6.1% | 74 90.2% |
| IV14 | 4 | - | - | 4 100.0% |
| IV15 | 22 | 1 4.5% | - | 21 95.5% |
| IV16 | 13 | - | - | 13 100.0% |
| IV17 | 46 | 1 2.2% | 2 4.3% | 43 93.5% |
| IV18 | 154 | 6 3.9% | 7 4.5% | 141 91.6% |
| IV19 | 61 | 1 1.6% | 6 9.8% | 54 88.5% |
| IV20 | 4 | - | - | 4 100.0% |
| IV21 | 1 | - | - | 1 100.0% |
| IV22 | 16 | - | - | 16 100.0% |
| IV24 | 1 | - | - | 1 100.0% |
| IV25 | 13 | 1 7.7% | - | 12 92.3% |
| IV26 | 4 | - | - | 4 100.0% |
| IV27 | 16 | - | - | 16 100.0% |
| IV36 | 6 | - | 1 16.7% | 5 83.3% |
| IV54 | 21 | - | - | 21 100.0% |
| IV63 | 13 | - | - | 13 100.0% |
| KW1 | 18 | - | 3 16.7% | 15 83.3% |
| KW8 | 2 | - | - | 2 100.0% |
| KW9 | 9 | - | - | 9 100.0% |
| KW10 | 10 | - | - | 10 100.0% |
| KW14 | 17 | 1 5.9% | 1 5.9% | 15 88.2% |
| PH20 | 3 | - | - | 3 100.0% |
| PH21 | 12 | - | 1 8.3% | 11 91.7% |
| PH22 | 27 | - | - | 27 100.0% |
| PH23 | 8 | - | - | 8 100.0% |
| PH25 | 11 | - | 1 9.1% | 10 90.9% |
| PH26 | 13 | - | - | 13 100.0% |
| PH32 | 10 | - | - | 10 100.0% |

| Counts Break % Respondents | Base | Drug use | | | Counts Break % Respondents | Base | Drug dealing | | |
|----------------------------------|------|--------------------|------------------|------------------|----------------------------------|------|--------------------|------------------|------------------|
| | | Serious problem | Minor problem | Not a problem | | | Serious problem | Minor problem | Not a problem |
| Total | 934 | 84 9.0% | 64 6.9% | 786 84.2% | Total | 928 | 75 8.1% | 60 6.5% | 793 85.5% |
| PC | | | | | PC | | | | |
| IV1 | 10 | - | - | 10 100.0% | IV1 | 10 | - | - | 10 100.0% |
| IV2 | 96 | 12 12.5% | 7 7.3% | 77 80.2% | IV2 | 96 | 13 13.5% | 5 5.2% | 78 81.3% |
| IV3 | 114 | 11 9.6% | 15 13.2% | 88 77.2% | IV3 | 114 | 12 10.5% | 14 12.3% | 88 77.2% |
| IV4 | 17 | - | 2 11.8% | 15 88.2% | IV4 | 17 | - | 2 11.8% | 15 88.2% |
| IV5 | 7 | - | - | 7 100.0% | IV5 | 7 | - | - | 7 100.0% |
| IV6 | 16 | 2 12.5% | - | 14 87.5% | IV6 | 16 | 1 6.3% | 1 6.3% | 14 87.5% |
| IV7 | 28 | - | 2 7.1% | 26 92.9% | IV7 | 28 | - | 1 3.6% | 27 96.4% |
| IV9 | 3 | - | - | 3 100.0% | IV9 | 3 | - | - | 3 100.0% |
| IV10 | 10 | 2 20.0% | - | 8 80.0% | IV10 | 10 | 1 10.0% | 1 10.0% | 8 80.0% |
| IV12 | 87 | 13 14.9% | 7 8.0% | 67 77.0% | IV12 | 85 | 11 12.9% | 6 7.1% | 68 80.0% |
| IV14 | 4 | - | - | 4 100.0% | IV14 | 4 | - | - | 4 100.0% |
| IV15 | 22 | 1 4.5% | - | 21 95.5% | IV15 | 22 | 1 4.5% | - | 21 95.5% |
| IV16 | 13 | - | 1 7.7% | 12 92.3% | IV16 | 13 | - | 1 7.7% | 12 92.3% |
| IV17 | 46 | 1 2.2% | 1 2.2% | 44 95.7% | IV17 | 46 | 1 2.2% | 1 2.2% | 44 95.7% |
| IV18 | 157 | 26 16.6% | 9 5.7% | 122 77.7% | IV18 | 154 | 21 13.6% | 11 7.1% | 122 79.2% |
| IV19 | 62 | 4 6.5% | 5 8.1% | 53 85.5% | IV19 | 62 | 3 4.8% | 4 6.5% | 55 88.7% |
| IV20 | 4 | - | 1 25.0% | 3 75.0% | IV20 | 4 | - | 1 25.0% | 3 75.0% |
| IV21 | 1 | - | - | 1 100.0% | IV21 | 1 | - | - | 1 100.0% |
| IV22 | 16 | - | 1 6.3% | 15 93.8% | IV22 | 16 | - | - | 16 100.0% |
| IV24 | 1 | - | - | 1 100.0% | IV24 | 1 | - | - | 1 100.0% |
| IV25 | 14 | 2 14.3% | - | 12 85.7% | IV25 | 14 | 2 14.3% | - | 12 85.7% |
| IV26 | 5 | 1 20.0% | - | 4 80.0% | IV26 | 5 | 1 20.0% | - | 4 80.0% |
| IV27 | 16 | - | - | 16 100.0% | IV27 | 16 | - | - | 16 100.0% |
| IV36 | 6 | - | - | 6 100.0% | IV36 | 6 | - | - | 6 100.0% |
| IV54 | 21 | - | - | 21 100.0% | IV54 | 21 | - | - | 21 100.0% |
| IV63 | 13 | - | - | 13 100.0% | IV63 | 13 | - | - | 13 100.0% |
| KW1 | 18 | 3 16.7% | 2 11.1% | 13 72.2% | KW1 | 18 | 2 11.1% | 2 11.1% | 14 77.8% |
| KW8 | 2 | - | - | 2 100.0% | KW8 | 2 | - | - | 2 100.0% |
| KW9 | 9 | - | - | 9 100.0% | KW9 | 9 | - | - | 9 100.0% |
| KW10 | 10 | - | - | 10 100.0% | KW10 | 10 | - | - | 10 100.0% |
| KW14 | 19 | 1 5.3% | 4 21.1% | 14 73.7% | KW14 | 18 | 1 5.6% | 3 16.7% | 14 77.8% |
| PH20 | 3 | - | - | 3 100.0% | PH20 | 3 | - | - | 3 100.0% |
| PH21 | 14 | 2 14.3% | - | 12 85.7% | PH21 | 14 | 2 14.3% | - | 12 85.7% |
| PH22 | 28 | 1 3.6% | 5 17.9% | 22 78.6% | PH22 | 28 | 1 3.6% | 5 17.9% | 22 78.6% |
| PH23 | 8 | - | 1 12.5% | 7 87.5% | PH23 | 8 | - | 1 12.5% | 7 87.5% |
| PH25 | 11 | - | - | 11 100.0% | PH25 | 11 | - | - | 11 100.0% |
| PH26 | 13 | - | 1 7.7% | 12 92.3% | PH26 | 13 | - | 1 7.7% | 12 92.3% |
| PH32 | 10 | 2 20.0% | - | 8 80.0% | PH32 | 10 | 2 20.0% | - | 8 80.0% |

| Counts Break % Respondents | Base | Abandoned cars | | |
|----------------------------------|------|--------------------|------------------|------------------|
| | | Serious problem | Minor problem | Not a problem |
| Total | 918 | 26 2.8% | 30 3.3% | 862 93.9% |
| PC | | | | |
| IV1 | 10 | - | - | 10 100.0% |
| IV2 | 96 | 2 2.1% | 3 3.1% | 91 94.8% |
| IV3 | 110 | 3 2.7% | 5 4.5% | 102 92.7% |
| IV4 | 18 | 1 5.6% | 2 11.1% | 15 83.3% |
| IV5 | 7 | - | - | 7 100.0% |
| IV6 | 16 | - | 1 6.3% | 15 93.8% |
| IV7 | 28 | - | - | 28 100.0% |
| IV9 | 3 | - | - | 3 100.0% |
| IV10 | 10 | 1 10.0% | 1 10.0% | 8 80.0% |
| IV12 | 83 | 1 1.2% | 1 1.2% | 81 97.6% |
| IV14 | 4 | - | - | 4 100.0% |
| IV15 | 22 | 2 9.1% | 1 4.5% | 19 86.4% |
| IV16 | 13 | - | - | 13 100.0% |
| IV17 | 46 | - | 1 2.2% | 45 97.8% |
| IV18 | 154 | 4 2.6% | 7 4.5% | 143 92.9% |
| IV19 | 62 | 11 17.7% | 2 3.2% | 49 79.0% |
| IV20 | 4 | - | 1 25.0% | 3 75.0% |
| IV21 | 1 | - | - | 1 100.0% |
| IV22 | 16 | - | - | 16 100.0% |
| IV24 | 1 | - | - | 1 100.0% |
| IV25 | 13 | - | 1 7.7% | 12 92.3% |
| IV26 | 4 | - | - | 4 100.0% |
| IV27 | 16 | - | - | 16 100.0% |
| IV36 | 6 | - | - | 6 100.0% |
| IV54 | 21 | - | 1 4.8% | 20 95.2% |
| IV63 | 13 | - | - | 13 100.0% |
| KW1 | 19 | 1 5.3% | 2 10.5% | 16 84.2% |
| KW8 | 2 | - | - | 2 100.0% |
| KW9 | 9 | - | 1 11.1% | 8 88.9% |
| KW10 | 10 | - | - | 10 100.0% |
| KW14 | 17 | - | - | 17 100.0% |
| PH20 | 3 | - | - | 3 100.0% |
| PH21 | 12 | - | - | 12 100.0% |
| PH22 | 27 | - | - | 27 100.0% |
| PH23 | 8 | - | - | 8 100.0% |
| PH25 | 11 | - | - | 11 100.0% |
| PH26 | 13 | - | - | 13 100.0% |
| PH32 | 10 | - | - | 10 100.0% |

| Counts Break % Respondents | Base | Traffic | | |
|----------------------------------|------|--------------------|------------------|------------------|
| | | Serious problem | Minor problem | Not a problem |
| Total | 921 | 49 5.3% | 75 8.1% | 797 86.5% |
| PC | | | | |
| IV1 | 11 | 1 9.1% | 1 9.1% | 9 81.8% |
| IV2 | 97 | 4 4.1% | 6 6.2% | 87 89.7% |
| IV3 | 109 | 8 7.3% | 13 11.9% | 88 80.7% |
| IV4 | 19 | 2 10.5% | 4 21.1% | 13 68.4% |
| IV5 | 7 | - | - | 7 100.0% |
| IV6 | 16 | 1 6.3% | 3 18.8% | 12 75.0% |
| IV7 | 27 | - | 4 14.8% | 23 85.2% |
| IV9 | 3 | - | - | 3 100.0% |
| IV10 | 9 | 1 11.1% | - | 8 88.9% |
| IV12 | 84 | 5 6.0% | 2 2.4% | 77 91.7% |
| IV14 | 4 | - | - | 4 100.0% |
| IV15 | 23 | 3 13.0% | 4 17.4% | 16 69.6% |
| IV16 | 13 | 1 7.7% | 1 7.7% | 11 84.6% |
| IV17 | 46 | 2 4.3% | 3 6.5% | 41 89.1% |
| IV18 | 154 | 11 7.1% | 18 11.7% | 125 81.2% |
| IV19 | 62 | 4 6.5% | 8 12.9% | 50 80.6% |
| IV20 | 4 | - | 1 25.0% | 3 75.0% |
| IV21 | 2 | 1 50.0% | - | 1 50.0% |
| IV22 | 16 | - | - | 16 100.0% |
| IV24 | 1 | - | - | 1 100.0% |
| IV25 | 13 | - | - | 13 100.0% |
| IV26 | 4 | - | - | 4 100.0% |
| IV27 | 17 | - | 1 5.9% | 16 94.1% |
| IV36 | 6 | - | - | 6 100.0% |
| IV54 | 21 | - | 2 9.5% | 19 90.5% |
| IV63 | 13 | - | 1 7.7% | 12 92.3% |
| KW1 | 18 | 1 5.6% | - | 17 94.4% |
| KW8 | 2 | - | 1 50.0% | 1 50.0% |
| KW9 | 9 | - | - | 9 100.0% |
| KW10 | 10 | - | - | 10 100.0% |
| KW14 | 17 | 1 5.9% | - | 16 94.1% |
| PH20 | 3 | - | - | 3 100.0% |
| PH21 | 12 | 2 16.7% | 1 8.3% | 9 75.0% |
| PH22 | 27 | 1 3.7% | - | 26 96.3% |
| PH23 | 8 | - | 1 12.5% | 7 87.5% |
| PH25 | 11 | - | - | 11 100.0% |
| PH26 | 13 | - | - | 13 100.0% |
| PH32 | 10 | - | - | 10 100.0% |

| Counts Break % Respondents | Base | Other crime | | |
|----------------------------------|------|--------------------|------------------|------------------|
| | | Serious problem | Minor problem | Not a problem |
| Total | 905 | 18 2.0% | 34 3.8% | 853 94.3% |
| PC | | | | |
| IV1 | 9 | - | - | 9 100.0% |
| IV2 | 93 | - | 3 3.2% | 90 96.8% |
| IV3 | 110 | 6 5.5% | 6 5.5% | 98 89.1% |
| IV4 | 16 | - | - | 16 100.0% |
| IV5 | 7 | - | - | 7 100.0% |
| IV6 | 16 | 2 12.5% | 1 6.3% | 13 81.3% |
| IV7 | 28 | - | - | 28 100.0% |
| IV9 | 3 | - | - | 3 100.0% |
| IV10 | 9 | - | - | 9 100.0% |
| IV12 | 83 | 2 2.4% | 6 7.2% | 75 90.4% |
| IV14 | 4 | - | - | 4 100.0% |
| IV15 | 22 | - | 2 9.1% | 20 90.9% |
| IV16 | 13 | - | - | 13 100.0% |
| IV17 | 46 | - | - | 46 100.0% |
| IV18 | 151 | 1 0.7% | 11 7.3% | 139 92.1% |
| IV19 | 61 | 2 3.3% | 3 4.9% | 56 91.8% |
| IV20 | 4 | - | - | 4 100.0% |
| IV21 | 1 | - | - | 1 100.0% |
| IV22 | 16 | - | - | 16 100.0% |
| IV24 | 1 | - | - | 1 100.0% |
| IV25 | 14 | 2 14.3% | - | 12 85.7% |
| IV26 | 4 | - | - | 4 100.0% |
| IV27 | 16 | - | - | 16 100.0% |
| IV36 | 6 | - | - | 6 100.0% |
| IV54 | 21 | - | - | 21 100.0% |
| IV63 | 13 | - | - | 13 100.0% |
| KW1 | 19 | 1 5.3% | 2 10.5% | 16 84.2% |
| KW8 | 2 | - | - | 2 100.0% |
| KW9 | 9 | - | - | 9 100.0% |
| KW10 | 10 | - | - | 10 100.0% |
| KW14 | 15 | 1 6.7% | - | 14 93.3% |
| PH20 | 3 | - | - | 3 100.0% |
| PH21 | 12 | 1 8.3% | - | 11 91.7% |
| PH22 | 27 | - | - | 27 100.0% |
| PH23 | 7 | - | - | 7 100.0% |
| PH25 | 11 | - | - | 11 100.0% |
| PH26 | 13 | - | - | 13 100.0% |
| PH32 | 10 | - | - | 10 100.0% |

Q42 (Area analysis)

| Counts Break % Respondents | Base | In the last 3 years would you say your neighbourhood has ... | | | |
|----------------------------------|------|---|--------------------|-------------|---------------|
| | | Improved | Stayed the same | Declined | Don't know |
| Total | 999 | 179 17.9% | 639 64.0% | 99 9.9% | 82 8.2% |
| PC | | | | | |
| IV1 | 13 | 2 15.4% | 8 61.5% | - - | 3 23.1% |
| IV2 | 102 | 15 14.7% | 67 65.7% | 10 9.8% | 10 9.8% |
| IV3 | 124 | 27 21.8% | 70 56.5% | 17 13.7% | 10 8.1% |
| IV4 | 18 | 2 11.1% | 10 55.6% | 3 16.7% | 3 16.7% |
| IV5 | 7 | 1 14.3% | 5 71.4% | - - | 1 14.3% |
| IV6 | 15 | 2 13.3% | 11 73.3% | 1 6.7% | 1 6.7% |
| IV7 | 31 | 8 25.8% | 21 67.7% | - - | 2 6.5% |
| IV9 | 3 | - - | 3 100.0% | - - | - - |
| IV10 | 11 | 2 18.2% | 7 63.6% | 1 9.1% | 1 9.1% |
| IV12 | 96 | 15 15.6% | 67 69.8% | 10 10.4% | 4 4.2% |
| IV14 | 4 | 1 25.0% | 3 75.0% | - - | - - |
| IV15 | 25 | 1 4.0% | 16 64.0% | 4 16.0% | 4 16.0% |
| IV16 | 13 | 1 7.7% | 12 92.3% | - - | - - |
| IV17 | 47 | 7 14.9% | 34 72.3% | 3 6.4% | 3 6.4% |
| IV18 | 169 | 37 21.9% | 90 53.3% | 22 13.0% | 20 11.8% |
| IV19 | 66 | 12 18.2% | 41 62.1% | 11 16.7% | 2 3.0% |
| IV20 | 4 | 1 25.0% | 3 75.0% | - - | - - |
| IV21 | 2 | - - | 2 100.0% | - - | - - |
| IV22 | 16 | 3 18.8% | 11 68.8% | - - | 2 12.5% |
| IV24 | 1 | - - | 1 100.0% | - - | - - |
| IV25 | 14 | 1 7.1% | 9 64.3% | 2 14.3% | 2 14.3% |
| IV26 | 5 | 1 20.0% | 2 40.0% | - - | 2 40.0% |
| IV27 | 17 | 2 11.8% | 15 88.2% | - - | - - |
| IV36 | 6 | 1 16.7% | 5 83.3% | - - | - - |
| IV54 | 22 | 5 22.7% | 16 72.7% | 1 4.5% | - - |
| IV63 | 14 | 1 7.1% | 13 92.9% | - - | - - |
| KW1 | 19 | 3 15.8% | 12 63.2% | 2 10.5% | 2 10.5% |
| KW8 | 2 | 1 50.0% | - - | - - | 1 50.0% |
| KW9 | 10 | 3 30.0% | 6 60.0% | 1 10.0% | - - |
| KW10 | 11 | 3 27.3% | 7 63.6% | - - | 1 9.1% |
| KW14 | 21 | 6 28.6% | 11 52.4% | 1 4.8% | 3 14.3% |
| PH20 | 3 | 1 33.3% | 2 66.7% | - - | - - |
| PH21 | 15 | 3 20.0% | 7 46.7% | 3 20.0% | 2 13.3% |
| PH22 | 29 | 4 13.8% | 22 75.9% | 2 6.9% | 1 3.4% |
| PH23 | 8 | 1 12.5% | 6 75.0% | 1 12.5% | - - |
| PH25 | 13 | 2 15.4% | 9 69.2% | 2 15.4% | - - |
| PH26 | 13 | 2 15.4% | 9 69.2% | 1 7.7% | 1 7.7% |
| PH32 | 10 | 2 20.0% | 6 60.0% | 1 10.0% | 1 10.0% |

Q43 (Area analysis)

| Counts Break % Respondents | Base | How satisfied or dissatisfied are you with the overall ap... | | | | |
|----------------------------------|------|--|------------------|---------------------------------------|------------------------|----------------------|
| | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| Total | 1003 | 454 45.3% | 424 42.3% | 66 6.6% | 44 4.4% | 15 1.5% |
| PC | | | | | | |
| IV1 | 13 | 5 38.5% | 6 46.2% | 2 15.4% | - | - |
| IV2 | 102 | 49 48.0% | 39 38.2% | 9 8.8% | 5 4.9% | - |
| IV3 | 125 | 43 34.4% | 64 51.2% | 9 7.2% | 7 5.6% | 2 1.6% |
| IV4 | 18 | 10 55.6% | 3 16.7% | 3 16.7% | 2 11.1% | - |
| IV5 | 7 | 5 71.4% | 2 28.6% | - | - | - |
| IV6 | 16 | 3 18.8% | 11 68.8% | 1 6.3% | 1 6.3% | - |
| IV7 | 31 | 19 61.3% | 9 29.0% | 2 6.5% | - | 1 3.2% |
| IV9 | 3 | 2 66.7% | 1 33.3% | - | - | - |
| IV10 | 11 | 4 36.4% | 6 54.5% | - | 1 9.1% | - |
| IV12 | 96 | 47 49.0% | 34 35.4% | 10 10.4% | 3 3.1% | 2 2.1% |
| IV14 | 4 | 4 100.0% | - | - | - | - |
| IV15 | 25 | 3 12.0% | 20 80.0% | 1 4.0% | - | 1 4.0% |
| IV16 | 13 | 5 38.5% | 7 53.8% | 1 7.7% | - | - |
| IV17 | 47 | 29 61.7% | 16 34.0% | 1 2.1% | 1 2.1% | - |
| IV18 | 169 | 64 37.9% | 80 47.3% | 12 7.1% | 10 5.9% | 3 1.8% |
| IV19 | 66 | 33 50.0% | 21 31.8% | 3 4.5% | 6 9.1% | 3 4.5% |
| IV20 | 4 | 1 25.0% | 3 75.0% | - | - | - |
| IV21 | 2 | - | 2 100.0% | - | - | - |
| IV22 | 16 | 10 62.5% | 6 37.5% | - | - | - |
| IV24 | 1 | 1 100.0% | - | - | - | - |
| IV25 | 14 | 6 42.9% | 6 42.9% | - | - | 2 14.3% |
| IV26 | 5 | 3 60.0% | 2 40.0% | - | - | - |
| IV27 | 17 | 10 58.8% | 7 41.2% | - | - | - |
| IV36 | 6 | 6 100.0% | - | - | - | - |
| IV54 | 22 | 12 54.5% | 9 40.9% | 1 4.5% | - | - |
| IV63 | 14 | 9 64.3% | 4 28.6% | 1 7.1% | - | - |
| KW1 | 19 | 5 26.3% | 10 52.6% | 2 10.5% | 2 10.5% | - |
| KW8 | 2 | 1 50.0% | 1 50.0% | - | - | - |
| KW9 | 10 | 4 40.0% | 5 50.0% | - | 1 10.0% | - |
| KW10 | 11 | 7 63.6% | 3 27.3% | 1 9.1% | - | - |
| KW14 | 22 | 9 40.9% | 9 40.9% | - | 3 13.6% | 1 4.5% |
| PH20 | 3 | 3 100.0% | - | - | - | - |
| PH21 | 15 | 7 46.7% | 5 33.3% | 2 13.3% | 1 6.7% | - |
| PH22 | 29 | 13 44.8% | 14 48.3% | 1 3.4% | 1 3.4% | - |
| PH23 | 8 | 5 62.5% | 1 12.5% | 2 25.0% | - | - |
| PH25 | 13 | 7 53.8% | 6 46.2% | - | - | - |
| PH26 | 14 | 6 42.9% | 7 50.0% | 1 7.1% | - | - |
| PH32 | 10 | 4 40.0% | 5 50.0% | 1 10.0% | - | - |

Appendix 3

Open ended responses

| case | Q2 |
|------|---|
| 12 | Two problems: electrical survey and large bush in garden still to be removed. |
| 18 | They do not listen to you or take you seriously. |
| 26 | This housing association does small jobs but big jobs like replacing bathrooms and kitchens get left until they are totally tatty. Meanwhile the rent increases. So in conclusion, the quality of the property decreases while the rent increases. Surely this is not the right way, especially for social housing. |
| 54 | Communication has already been made with Albyn. Go visit the site and see the damage to the grass due to children playing football/ parent ignoring the messages. |
| 69 | Happy with joinery work. However I have been waiting 3 years for the garden to be fixed. I have an autistic child and can't let him out to play. |
| 84 | All new houses next to us have turfed lawns. We had to wait 4 months to get ours seeded and another 6 months before kids could play on it. We have to pay to have fences put up, new houses get new fences for free. We don't get parking but all new houses get parking. |
| 126 | I don't feel complaints are taken seriously. |
| 144 | I have phoned them 3 times recently and I'm still waiting for someone to do something about the problems. |
| 148 | Before Albyn made changes in the kitchens I never had to scrub so hard to clean the sink that my arm gets painful. The sink that was removed was a better one than the one Albyn put on. What was shown for the bathrooms was changed for a few tiles and without mentioning why. There's not enough cabinets in the kitchens. The mess was left by the man who removed moss on the roof and broken plants not to mention dirty windows. There is no follow up after sending people to the house. |
| 149 | They keep putting rent up and are not doing repairs reported to them. |
| 167 | A complaint I made took about 2 years to be resolved. Phone calls are never returned. Unfair treatment with garden improvements as neighbours got their garden resurfaced whereas they didn't respond to my request. They took about 6 months to respond to a letter I wrote. |
| 169 | My Albyn flat in Inverness was excellent in 1999. Peace and quiet for 3-4 years then building all around and many neighbours with mental issues/ nuisance noise were allocated in a 9 flat block. Two of us were working tenants. I have since moved to Kiltarlity in November 2011. Lovely and peaceful for a few years then the building starts and the neighbours increase, then all the problems start all over again. |
| 201 | I have requested a new floor covering in the kitchen several times as the current one is very hard to keep clean due to the material used in its makeup. |
| 213 | I had made a couple of complaints about anti-social behaviour of my last neighbours, dog mess, cursing/ shouting, banging doors and cupboards. I felt as though I was in the wrong due to the attitude of some staff. |
| 224 | Because of the repairs needed to the house. I need a new washer for my bathroom tap and was told to try it myself as I would be charged for a plumber. I had to get a friend to do it but I certainly couldn't have. Also the damp in the house hasn't been rectified. |
| 253 | Failure to respond to email queries. |
| 270 | Albyn have failed us badly. I have been discriminated against by their staff and been treated disrespectfully. My health is suffering terribly due to my current housing situation and despite having the highest medical award points (70) we are still waiting. Albyn is a disgrace! They have only ever made matters worse. |
| 275 | Dissatisfied due to perceived differences in the way that some tenants are treated in comparison to others. |
| 284 | Every time there is a problem regarding anything you have to jump through hoops to get them to do |

| | |
|-----|--|
| | anything. |
| 305 | I would like to make arrangements to talk to Calum Mc, which you will soon know after I talk to him. Date and time to be arranged by him, head of Albyn. |
| 318 | There's so many improvements that could be made to the street, houses and their system. |
| 325 | When I first moved in there was an issue with dampness in the property. It took them 2 years to eventually do anything about it ruining couches/ clothes etc. |
| 326 | Because Albyn don't listen to tenants. For 3 years the tenants here complained about dampness. We told our community Councillor and he spoke to Albyn to get the ball rolling. There was no insulation and ceilings had to be taken down so it ended up as a big job because they wouldn't listen. |
| 328 | Lots of issues with dampness over the years. Condensation is a problem. They didn't listen to us. |
| 333 | I'm paying Council tax like everyone else and I have to pay extra to get the snow cleared when I'm disabled. No one told me about this before. Dog mess everywhere. If I want a fence I get told I have to put it up myself. Meter for the heating has always been faulty. We were promised a meter for the heating and it's not working so we don't know what we are burning. |
| 345 | Attitude of the staff with regard to me being rehoused. |
| 354 | Repairs not being fixed. |
| 365 | Not had a phone call back from them since January about faulty gas/ smoke alarm. |
| 367 | We're both disabled yet we were told to fix the tap ourselves. |
| 378 | I've got damp and mould in bedrooms. My daughter now has asthma and I blame it on the dampness. |
| 381 | Crack in chimney not repaired properly, still awaiting other repairs on lights. Generally the contractors that are used are not up to an appropriate standard. Took away my back porch which made me very unhappy. |
| 383 | Heating system is not up to an appropriate standard. |
| 401 | I'm partially disabled and have a large garden which I can't do anything with. They said they would send someone to sort it and they haven't. When I called again they once again sent me a form to complete, I've already done this. They said we would get new windows last year and all they did was put bits of wood across them. I also have problems getting things done with fences etc. As my neighbour owns their home. |
| 410 | Work carried out in kitchen is not satisfactory. |
| 412 | Doors still not fixed. |
| 416 | Ongoing issues with neighbour. Still not resolved. |
| 439 | Not enough bin space for all residents. Received letters to say that something will be done but nothing has been. I want a move due to my son being attacked, Albyn aren't providing support for a swap or move. On a waiting list for Counselling as this housing situation is seriously impacting both my son's and my mental health. |
| 461 | Having complained about neighbours and anti-social behaviour, Albyn don't seem to have done enough at all. |
| 490 | I've put in a few requests about a move but nothing at all has been done. |
| 509 | Refused to fix damp in my house. |
| 521 | No help with maintenance. |
| 525 | I had a situation with my bin for some time and it took a long time to eventually get it sorted. Blue bins are not lifted for weeks and other people were using my bin and leaving open rubbish in it causing it to smell. |
| 535 | Because I'm not getting my grass cut. I expect it's because I'm not on benefits but I can't cut it myself as I have mobility problems. |
| 541 | Customer service is not very good with regards to anti-social behaviour. Had to get the Police out, |

| | |
|-----|---|
| | then I was told I have mental health issues and I'm exaggerating the whole situation. They have no interest in resolving my situation. |
| 546 | Because we've been waiting for a transfer for 5 and a half years, my son is registered blind and there is so much noise and anti-social behaviour where he is. I thought he would be transferred quicker than he has been. |
| 555 | They don't hassle us. They're not forthcoming. |
| 573 | It's always one thing after another with Albyn. |
| 590 | My life is hell because of anti-social neighbours. I feel that Albyn are all for the neighbours that's causing the trouble and take their side. Don't give me any support. |
| 600 | Anytime I have contacted them about issues with heating, they come out and then you don't hear anything from them. Also, they don't let you know what's happening, they are poor at keeping you up to date with things. |
| 619 | They don't always get back to you when they say they will. |
| 629 | I've been a tenant for 6 years and in the last 6 months, Albyn have started to improve but up until then I had been ignored. |
| 650 | The description of the house in the letter I received was very different than the state it was actually in. |
| 665 | Lighting, bulbs and the starters in the strip lights are not covered in the tenancy and I don't agree with this. |
| 709 | They moved junkies next to me and it's brought the whole neighbourhood down. |
| 725 | Property repairs not carried out!! Too many phone calls, too little action from staff!! |
| 729 | Horrendous cat mess issues that Albyn will not assist with. Garden flooding issues ongoing for nearly 10 years they will not do anything about. Shared washing lines with 2 families, not acceptable. |
| 735 | The property I have is old, tired and draughty. Not very economical. |
| 741 | Our bedroom and bathroom walls are always damp. |
| 744 | If there is a complaint against their services they are very slow to act. If it's a complaint against a neighbour they are not interested in the root caused. |
| 749 | Since housing and maintenance were made generic, the service is unbelievably poor. Few complaints dealt with in a reasonable manner, or solved to tenant's satisfaction. |
| 750 | Disgusting attitudes from staff. |
| 754 | Broke into my house. Did not take complaint seriously. Bad contractors. |
| 756 | I think social housing should not be paying a factoring fee on top of rents for properties. Also the rents are higher than equivalent Council houses. |
| 757 | I received new windows in the property last year, I have had someone out 4 times to solve the issue with the wind whistling in the windows and water coming in the front door. I had the joiner here yesterday and he came downstairs with a hand full of blue roll which had been placed in the vents. I am now waiting on the winds coming back to see if the sleepless nights will return. |
| 759 | I have been in my property for three months and still have not had repairs done. I have a bin with no lid which obviously is stinking, every day garden is strewn with rubbish. I received a decorating allowance although I am not sure how it was supposed to cover all the work that needs done, I have no facings on living room door, the door will not close properly because of this. The previous tenant fell through the loft and this has been repaired but not covered up, just plastered. My front gate has been broken since I moved in, I have waited and waited but no-one came so have had this fixed myself. There are several sockets which do not work in the house, the list just goes on and on unfortunately. |
| 789 | When reporting problems and totally being ignored for the best part of two years. The extortionate |

| | |
|------|--|
| | service charge for maintenance of the courtyard, which rarely anything is done. |
| 794 | They always get tradesmen in when needed but don't seem to care about under occupied houses etc. When there are families struggling for bigger homes. |
| 817 | They very rarely follow up with any problems in your property. |
| 822 | They can never find my address quickly when I phone in. Sometimes really slow in responding to a complaint, promised to do jobs but do not follow through on them so eventually I give up. |
| 839 | I am dissatisfied specifically with the way in which Albyn Housing Society deal with complaints relating to anti-social behaviour. Over the past 15 years of being a tenant, I have had cause to approach Albyn on several occasions to report instances of anti-social behaviour and it has been my experience that these complaints were not thoroughly dealt with or completely resolved. There seems to be an overall lack of consistency and robustness with the way in which antisocial behaviour complaints are investigated and/ or followed up. Sometimes a lack of communication from Albyn to the tenant as to what action has been taken to address the issues reported. |
| 853 | I'm waiting for repairs to be done. It was a new house 3 years ago and still waiting on defects to be completed. |
| 861 | The whole lot. The heating system is a joke. I'm paying more but not getting the same heat. The windows are draughty. I have abusive neighbours. |
| 863 | My daughter has a health condition and specialists say she would be best using a shower. Albyn won't fit one and I was told it's because they didn't have the funds. |
| 871 | Dog dirt all over the place and they're doing nothing about it. There have been 2 drugs busts by police and arrests in our building. The people they are letting these flats to should not be put next to children and decent people trying to keep the place looking good and leading a decent life. |
| 885 | I was driven out of my flat at Inverness. Your officers are quite happy to turn a blind eye to broken promises and other things. Everyone is supposed to be treated equally, am I supposed to be equal to a drug addict or a dirty tenant? |
| 896 | Took some time to put signs up for tenants. As people were leaving the front door open, I want to ensure these doors are being kept closed. |
| 921 | Got new windows and door installed a year ago and they were the exact same as the old ones. Door jamming and couldn't open it due to the stiffness. Worker came out and put vaseline on it over a month ago. I reported the repairs and I've heard nothing since so over the last 2 years something has changed with the repair service as it was never like this before. |
| 960 | I've been trying for over 5 years to get repairs done. I've had to pay for most of them myself even though they're Albyn's responsibility and I'm a single mum with four kids. I'm not happy with the type of people they're moving into my area and the trouble they're causing. |
| 967 | I don't understand what the monthly service charges are for. I've never seen anyone from Albyn doing any maintenance of the areas around the flats. |
| 979 | Poor repairs and maintenance service. Enamel coming off my bath and dripping hot tap for over 3 years. |
| 1016 | I am unhappy about flooding every time it rains outside my property as it doesn't drain away. |

| case | Q5 |
|------|---|
| 9 | When asking for repairs or advice concerning non-emergency faults it takes far too long for an inspection. When it is decided that repairs will be carried out, it also takes too long to get the job done. Communication between Albyn and contractors needs to be improved. |
| 18 | Do not get back to you in a reasonable time. Information not passed on to relevant person if they're not available at the time. |
| 54 | My wife and I are severely disabled, thumping of the ball on the wall from our next door neighbours. Never complained but other neighbours don't want to rock the boat. |
| 126 | I have put numerous phone calls and emails in and have not always had a response. |
| 148 | When they made a decision to not put what we had chosen in the bathrooms, no one told us anything or why. They refused to put the sink by the window in the kitchen. |
| 149 | Their letters are hard to understand. |
| 167 | They don't respond to my phone calls or letters. |
| 169 | Repairs service poor. Always get an answer machine and repairs are not logged here. End up calling Albyn office and reception on the repair. |
| 180 | I don't receive any information about Albyn. |
| 201 | Albyn is only interested in boasting of self-promotion in its literature. No mention of above inflation rent increases and failure to comply with tenants requests! |
| 237 | Sometimes we receive too much information and it is difficult to say what is of importance or relevance to us. |
| 270 | They have never answered some of my questions, despite asking a number of times. |
| 284 | You receive 1 letter a year regarding any new things and the handbook you receive when moving in is very conspicuous about services. |
| 326 | I don't read their newsletter any more as I have been so disgruntled with them. |
| 328 | Don't keep us informed. |
| 357 | They don't notify you when they should straight away. For example, bedroom tax due. |
| 370 | Don't give you much information of what is going on around. |
| 399 | I never hear from them. Once, someone came to do a survey and I didn't know they were coming. I didn't even know a survey was taking place. |
| 400 | I don't get much information from them. |
| 412 | I don't get much from them. |
| 416 | Not asked my opinion. |
| 419 | Sometimes okay, sometimes not so good. |
| 425 | I don't feel I am informed about anything. |
| 436 | I never heard from them at all. They don't even get back to me when I've called a couple of times about an issue with neighbours. |
| 439 | They lie, letters are sent to say that things will be done but nothing ever is. Stop sending letters about issues that are not being taken care of. |
| 454 | I was trying to move for 2 years and did not receive a good service at all. I was required to move out of a previous tenancy and into a new one within one day. I have asked for repairs to be carried out but I seem to be getting ignored. |
| 483 | They send out too much. Paper is filling up my recycling bin. I keep getting multiples of the same thing. |
| 490 | They do not communicate with me in terms of my request for a house move. |
| 512 | They do not keep tenants informed about their decision making or services it provides. |
| 521 | Albyn does not keep their tenants informed about their services. |

| | |
|------|--|
| 541 | Poor communication, poor reaction to anti-social behaviour and don't react to serious issues. |
| 547 | Sometimes people just appear from Albyn to check my windows etc. With no notice that they are coming out. |
| 590 | They're useless. |
| 597 | Due to respondent having learning disability, she doesn't deal with side of things. |
| 600 | I don't know what's going on. If they make an arrangement they don't keep it or someone comes out to do something to the property and you've not been told in advance. |
| 619 | On 2 occasions we spoke, they never got back to us. |
| 633 | Albyn are not good at keeping tenants informed of any decision making. |
| 677 | They send a lot of mail and I feel it's too much to get through. |
| 709 | They just send silly leaflets out now and again. |
| 744 | They are very quick in informing when they are going to raise prices costs or anything that will take money out of the tenants pocket. |
| 789 | Any work detail sent to us is never followed up. |
| 817 | Very rarely in communication. |
| 822 | They make decisions but they have been implemented so no one can object to anything. |
| 839 | I would refer back to the comments made regarding management of antisocial behaviour issues. I do not believe that Albyn do a very good job of keeping tenants informed on the progress of antisocial behaviour complaints or their outcome. |
| 852 | The send a newsletter occasionally but you have to find out what's going on by yourself. |
| 853 | Have phoned and left messages but no one calls back. |
| 861 | They don't consult people. It's their way or the highway. |
| 921 | They fail to communicate with tenants about improvements, no information on what's going to happen or what type of windows and doors we are getting. |
| 1010 | They could do more, be more regular. |

| case | Q13 |
|------|---|
| 9 | Due to learning difficulties and mobility problems it is not possible to take an active part in the running/ decision making process. |
| 26 | Noticed there were no opportunities to discuss rent increases. |
| 54 | No communication. No visits from Albyn to the site. This should be done on a reasonable timescale as some of the incomers are starting to act up. |
| 84 | Never been asked about our views on anything. |
| 106 | I have not been given the opportunity to participate in Albyn's decision making progress. |
| 117 | Albyn/ resident meetings are held too far from my home to be bothered attending. |
| 133 | Anytime there are meetings they tend to be far from Carrbridge, I'm disabled and find it hard to arrange transport. |
| 134 | Two independent surveyors were commissioned last year regarding construction and electrical. One told me that the flat could really do with a good coat of paint and the other said I can get no power into the radiator in the kitchen but that is as far as it got. |
| 149 | I feel because I live in a supposedly bad scheme with a bad name, I do not get any opportunities. |
| 163 | This has never come into place, yet. That I know of. |
| 169 | Would prefer a visit from staff other than just reading material. |
| 201 | I have put my views forward before regarding inflated rents and flooring replacement in my property. |
| 211 | Far too much paperwork is sent out. |
| 229 | Albyn send me letters to read but I find it difficult to read as I have a problem with my eyesight. I would prefer large print versions. |
| 250 | I'd like to take part at meetings but having no car, I only managed once. I did like it very much. |
| 270 | Going by past experience of Albyn, it makes no difference what I think. |
| 275 | My main concern is that despite having a considerable and growing number of tenants in the Nairn area, meetings are always held in Inverness. If one is unemployed it is too expensive to travel there when one has to also find the cost of attending the job centre, also in Inverness. |
| 284 | I was not aware we had an option to participate. |
| 326 | They just don't listen to tenants. |
| 333 | It's all lies and I don't think they would bother listening anyway. I'm not even aware of anything on where I can raise my points. |
| 354 | They don't involve tenants. |
| 359 | No choice. |
| 387 | Don't know about opportunities. |
| 389 | I've never been asked. |
| 398 | Not aware of any opportunities. |
| 399 | Don't know anything about this. |
| 400 | I don't get asked. |
| 401 | I don't want to give my views because they won't listen, it's a waste of time. |
| 412 | Don't get much from them. |
| 416 | Not asked my opinion at all. |
| 419 | Can't think of any way. |
| 420 | Haven't really been given an opportunity. |
| 422 | Not sure about that. |
| 426 | I don't see that it would make any difference, don't know what's available. |
| 439 | Not enough opportunities, don't feel views are listened to. Myself and other neighbours often |

| | |
|-----|--|
| | complain but do not feel satisfied with the responses. |
| 450 | I do voice my opinion but I feel nothing ever changes. |
| 454 | No opportunities to participate. Sometimes I can't get a hold of someone when I need them, never mind being asked to participate with anything. |
| 483 | I don't think they would want my opinions. |
| 489 | I am not really aware of any opportunities. |
| 509 | Albyn has no trust in their tenants in making decisions on house repairs. |
| 535 | I haven't heard from them. |
| 541 | They don't seem to listen to what people say and don't understand people who have mental health issues are not exaggerating. |
| 547 | Don't know. |
| 555 | I didn't know about any of this until now. |
| 575 | I didn't know I had the choice to take part. |
| 585 | People in the area who already participate take over decisions anyway. |
| 589 | Don't worry about that. |
| 590 | They're not interested. |
| 597 | Wouldn't be able to get more involved so unsure of opportunities. |
| 600 | I've never been told I could get involved with the decision making process. |
| 606 | Only been in tenancy for 3 months. |
| 619 | Don't listen to us. |
| 642 | I have asked before and not been involved. |
| 709 | There's no point as they don't listen to anything. |
| 718 | There are no opportunities. |
| 744 | Could be more informative and inclusive. |
| 756 | More discussion on rents and factoring charges are not discussed with tenants before being implemented. |
| 794 | I don't think everyone has the time to go to public meetings or fill in surveys all the time, so quick non paper based questionnaires would be beneficial instead of reams of paper that need posted back. |
| 800 | Not given a chance to participate. |
| 813 | I don't remember being involved in any decision making process. |
| 840 | I don't see the point as they don't take on board tenants views. |
| 852 | I don't know what is available for tenants to get involved with. |
| 861 | They don't give the opportunities. |
| 871 | There's no reaction to what we are telling them. There's nothing done about the problems we are having to live with. |
| 882 | They don't listen to you so you don't get a chance to participate. |
| 885 | I became a member of Albyn and anytime I gave my genuine views I was ignored or patronised. Perhaps the officers should try living with tenants at King Brude Gardens, Flat numbers 4-11 and 19-26. Filthy places. |
| 887 | I've only been here a few months so I don't know. |
| 916 | I wasn't aware I could take part. |
| 917 | We don't hear about anything. |
| 921 | Stop telling people over the phone you will pass on their problem and someone will get back to them as they don't. |
| 924 | I don't mind but I don't think I've ever been given the opportunity. |

| | |
|------|--|
| 933 | We don't hear about anything. |
| 951 | I've heard about them and they're never local. |
| 964 | They don't listen to the tenants. |
| 972 | You don't get asked for decisions on anything. |
| 1013 | I didn't know about any of them. |

| case | Q28 |
|------|--|
| 1 | The car park spaces should be numbered and a sign erected to say that it is not a public car park. The Council don't salt it and I have to walk through it to get to my door. |
| 7 | Services at the moment are excellent. |
| 39 | Make tenants aware that they need to pay their local Council for goods to be collected i.e. furniture and white goods. |
| 41 | Give bonuses to residents who use the recycling bins correctly, like a month's free service charge to the tenant/ tenants that do what they can and don't get any thanks. Apart from other residents not recycling at all. |
| 49 | Communal aerial as the one on the roof does not pick up any TV channels. |
| 54 | Heating does not work and is not reliable! This causes a lot of stress as we are disabled pensioners. |
| 59 | A play area for the children as we don't have one in Mcinnes Place. |
| 62 | Review the 2 bedroom/ 3 person houses and the tenants within them. |
| 65 | Assistance with finding suitable company to deal with repairs, improvements, extra safety stuff, garden/ fencing help. |
| 84 | Helping with fencing so one can get some privacy, all new Albyn houses have 6 foot fences. Parking is a big problem. |
| 97 | A dedicated help line for anti-social behaviour, problems with your neighbours or problems related to drugs and alcohol. |
| 126 | I feel you should be doing more to find people accommodation. |
| 128 | Checking grounds of properties that have shared grounds for mess and dog fouling. All litter from bins blows down to my area. |
| 134 | This is a hard one as the flat once belonged to Birchwood. My diagnosis then was manic depressive but within the last 6 years it has been changed to schizoaffective disorder. I feel it would be very beneficial for a Counsellor from Albyn to meet my community psychiatric nurse and myself twice a year. |
| 135 | Rentable garages would be good for my bikes, tools and motorbike. |
| 136 | Following up on repairs that are reported. Tenants shouldn't have to phone several times to get something fixed. |
| 149 | Flats should be cleaned e.g. stairs and hallways, like they do in Inverness. |
| 152 | Secure facilities to secure bicycles (Cairn housing does, I walk past their flats most days). |
| 153 | On the grass lawn of shared estate that dog waste bins are provided, people not living in the scheme are using it as a pet toilet and not cleaning it up after them. Makes us look like bad pet owners. |
| 163 | Animals and also children running through gardens/ climbing fences. |
| 169 | Home visiting regularly to discuss all aspects of tenancy. |
| 174 | To finish off the fence at the front garden as everybody says the fence should be right up the top of the garden. |
| 181 | A follow up visit perhaps a year into the tenancy. It takes time to work out how things are going roundabout and a customer service visit would be helpful. |
| 183 | I would like to hear more about my transfer and why I'm not getting a move. |
| 188 | I have complained about the service charge for the so called landscaped area (it is a disgrace) and I have complained about the bin making a noise every time it is left out after being emptied. I have also got neighbours who have damaged my fence retrieving their ball and also the litter/ cigarette butts which are thrown at my door, plus football marks on my front door. |
| 191 | What about some kind of grants for people moving into the new homes? People on job seekers or low pay. |

| | |
|-----|---|
| 195 | I have lived in this house since it was built and owned by the Council. We have the same interior doors since 1974, they badly need replacing. I know you don't normally do them, but I am a pensioner and cannot afford to replace them myself. |
| 201 | I have been waiting 5 years for loft insulation and kitchen flooring to be replaced!! |
| 211 | Far too much paperwork is sent out. |
| 213 | Perhaps a regular (6 monthly) health check on property. |
| 217 | I think the term "vulnerable tenant" should also include the mentally ill, who have general difficulties in coping. |
| 234 | More visitation would be nice. |
| 266 | More aware of project management times. |
| 270 | Maintenance of green areas is not to the standard it was even though the charges have risen somewhat. Painting work carried out on behalf of Albyn definitely needs reviewing. I don't think Albyn get the quality they pay for but for age would definitely do better!! |
| 271 | Maintenance of green areas is not to the standard it was even though the charges have risen somewhat. Painting work carried out on behalf of Albyn definitely needs reviewing. I don't think Albyn get the quality they pay for but for age would definitely do better!! |
| 275 | I feel that rather than providing more services, tenants would be better served by a more robust approach to anti-social behaviour. Instead of taking weeks or even months, some disputes are still unresolved years after they began. For the aggrieved parties this is causing a not insufficient effect on their well-being. |
| 284 | I don't know as Albyn are not forthcoming with services they actually provide so it's hard to provide an answer. However I feel in blocks of flats where a service charge is added they should provide window cleaning. |
| 314 | I noted that a general tidy up in late Autumn did not take place last time and windblown rubbish/rotting leaves surrounded my door step (main entrance) until early march. If I were not disabled this would not worry me. |
| 328 | Home assessment for maintenance and cost of running a house. For example, the electricity costs £193.00 per month. Could they advise people on that? |
| 333 | A tenant's group twice a year in Aviemore. |
| 338 | Better heating systems. |
| 348 | Renew the communal area. We had been overpaying and told it would be done up but no one has ever got back to us about it. |
| 353 | Maintenance and upkeep of garden. |
| 356 | Helping hand to cut grass. |
| 357 | They should inform tenants first about when the heating is off, rather than wait for the tenants to contact and ask them. |
| 363 | Help with minor jobs in the house. |
| 364 | More information about how points system works when looking for another house. It's difficult to understand how it's worked out. |
| 372 | Provide adaptations when needed. |
| 373 | Grass cutting service for elderly. |
| 376 | Grass cutting service as I'm struggling because I took a stroke. |
| 389 | Hard to get through to the person you want to talk to. |
| 391 | More information on rents, charges and payment options. |
| 399 | Clean up the area. Rubbish/ litter everywhere and pathways need fixing. |

| | |
|-----|---|
| 400 | Tidy up the scheme I live in. It's deteriorated in the last year or two. |
| 401 | Garden maintenance for people who can't do it themselves. |
| 406 | Grass cutting service for tenants. I'm disabled and would struggle to do it myself. |
| 421 | Don't think. |
| 425 | Someone to clear the road out when snowing or icy as I have no other means of getting out. |
| 426 | Better facilities for children. |
| 439 | Understanding, compassion and ability to listen. Every time I have complained about on-going issues I don't feel as though it is handled properly. Nothing has improved and I am fighting a losing battle. |
| 443 | Maybe cut our grass. |
| 450 | Albyn don't provide the 2 weeks free rent service which other Councils do. |
| 454 | Can't think of anything at the moment. |
| 455 | More bins! All residents are finding it hard to dispose of litter. Should be more pick up times as people are putting themselves in danger of injury by standing on the litter to get it down in order to put more in. |
| 458 | Clean up graffiti. |
| 474 | Provide house insurance for tenants. |
| 484 | They do everything they can. |
| 489 | Free housing. |
| 492 | Be open on Saturday day time. |
| 503 | The upkeep of the centre and in front of the flats. You do it already but as tenants pay £10.00 a month for it, it's not up to the standard it should be. Also better maintenance work, not just a quick fix. |
| 508 | Cleaning the stairwells and ensuring tenants are aware of costs/ charges for works that are being carried out. |
| 509 | Albyn should provide better doors for inside the property. Also provide a solution for the dampness indoors. |
| 512 | Should help with new tenants. |
| 522 | Garden fence upgrades. |
| 525 | On a regular basis clean up the bin area and lift bulk items quickly. |
| 535 | Grass cutting for the elderly. I can't possibly cut my grass. |
| 537 | Don't know. |
| 541 | An external complaints department. There's only 6-7 members of staff so there's no fair hearing as they are all friends and work/ stick together. |
| 556 | For OAP's to get the grass in their garden cut for us. |
| 561 | A gated area around our flats, as we have a lot of dog fouling because it is next to a popular dog walking area. |
| 569 | Public transport to my area. |
| 573 | They need to have activities available for kids on, to keep them out of trouble. |
| 584 | All residents share a communal washing area, which is not convenient. |
| 589 | Free banking. |
| 599 | Sign to stop people parking. Parking should be for residents only. |
| 600 | Good customer service. When you call them about anything you get passed to different people. Sometimes the receptionist is left to help you. Would be good to speak to someone with good knowledge skills that could answer all your questions. |
| 601 | A brown bin for grass cuttings as I have to put it in my green bin as I can't get along to the bit to put them at. |

| | |
|-----|--|
| 602 | Window cleaning. |
| 604 | Don't know right now. |
| 606 | More space in the community for projects of tenants. |
| 611 | Grass cutting. |
| 629 | They just need to improve all current services. |
| 641 | Replace boiler. |
| 652 | Send out letters about pets to pet owners only. Go and knock on their doors. |
| 663 | Don't know. |
| 665 | Include lights and bulb changing for elderly and disabled tenants as they cannot do these repairs on their own. |
| 667 | Albyn should provide individual parking spaces for their tenants. |
| 668 | Look at general state of the houses. For example moss on roof and the kitchen needs replacing. 6 years ago we were told it was in the pipeline to change it. Boiler needs to be replaced too. |
| 669 | Something should be in place if the heating breaks down. Like a heater or heaters to be given to tenants if its winter time and the heating breaks down. |
| 670 | Provide public transport in this area and a local shop or even a newsagents van. We're on a hill, I'm housebound and disabled. I don't drive so it costs me a fortune in taxis. |
| 671 | Provide a local bus service and shop amenities. |
| 685 | Grass cutting service. I'm not able to do it myself now. |
| 689 | More energy saving options e.g. extra insulation and solar power. |
| 700 | Provide an outside tap to help tenants with looking after their gardens. |
| 704 | Windows. |
| 709 | Don't know. |
| 712 | I personally think Albyn are great but I do think signs on the streets to say children are playing are very important to help slow the cars? |
| 716 | Proper garages. |
| 720 | I think Albyn should provide a service of specifying and detailing their service charges so that all the tenants know what specifically they are paying a service charge for on their property. This does not seem very clear from letters etc. And is more of a general charge than a specific charge to a property and the tenant. I would prefer to know what I am paying for as part of my service charge. |
| 732 | Storage for keeping items such as removed internal doors. |
| 735 | I would like more eco-friendly homes even on the old houses. |
| 749 | Personal services are important to tenants. All clients, including contractors, and society is failing in this. |
| 754 | Option of next planned works and timescales as to when this will be. Areas tenants feel are most important or needed. |
| 757 | What works are getting done to property this year and tenants get enough notice when work has to be carried out for work purposes. |
| 766 | Rent assistance. |
| 774 | When requiring services to access the home there is nothing to cater for working people, all caters for during their day. |
| 778 | A more informative view to future developments especially to current tenants. |
| 785 | In areas of poor or extreme fringe TV reception they should help with installing communal relay equipment. |
| 791 | Option to buy property after a period of time being a tenant. |
| 792 | A play area in Logan Way, Muir of Ord. Scrapping the fee we all pay for communal areas, all that gets |

| | |
|------|--|
| | done is grass cutting. |
| 794 | Tenants who do not need bigger houses should be made to move. If tenants want spare rooms, they should privately rent! |
| 811 | Updating bathrooms so showers are a part of the bathroom as this is more cost efficient also. |
| 834 | Don't know. |
| 848 | Help for aged. Not all elderly people have family to help if they are having major works done, like new kitchen or heating, to move furniture etc. |
| 852 | Communal cleaning service. |
| 854 | Allowed to buy properties. |
| 859 | Supply better heating. |
| 861 | Don't need more services, need proper services as they don't do what they say they do. Dealing with anti-social behaviour is a joke. I've complained about my neighbours and nothing has been done. |
| 864 | Home visits just to check in with tenants and give them a chance to speak about any issues. |
| 871 | They have to be more transparent, more ongoing communication and support from housing officers. Start listening to what their tenants are saying. |
| 879 | Having late nights open to contact them. I need to take a day off to get in touch with them. I work office hours. |
| 885 | No decent tenants should have their lives made a misery. Dirty tenants should be kept with their own kind. Same applies to drugs and anti-social people. |
| 887 | Not sure. |
| 891 | Weed the pensioner's gardens. It's hard for older people to do their gardens. |
| 895 | Updating older properties with new kitchens or bathrooms. |
| 897 | Get more tenants to tidy up the area. I do my bit but the backs are filled with litter. |
| 899 | A play area is required for down here. |
| 902 | Provide a better bin area cleaning routine and improve the communal cleaning standards. |
| 924 | Better repair service. A fence blew down in January and I called and nothing has been done and this is April. I can't let my two small children out to play. |
| 925 | Ensuring tenants put bins back into bin areas and deal with dog fouling. |
| 930 | Snow clearing, Council do but Albyn don't. |
| 932 | Put gas heating in the house. |
| 945 | More personal service, more personal visits to tenants in the quieter areas. I feel more face to face contact is the best type of service. |
| 953 | They should be cutting my grass. |
| 960 | Give tenants the opportunity to air their views before undesirable tenants are moved in. |
| 964 | Tenant's meetings, then we know who is moving in. There's now too much anti-social behaviour here and more rubbish. |
| 972 | More up to date information. Every three months is not enough. Monthly updates about downsizing and future developments. Some people waltz in to a new house and we've been here for years in an old property that needs some maintenance. |
| 973 | Rent statements. |
| 989 | Option to buy the property. |
| 997 | Middle fences are not being fixed. If they were fixed it would make the area a nicer place. |
| 1016 | Albyn should provide a proper service of the underlying issue of the drain outside my property as I cannot get in and out of my car without having to wear boots. |
| 1018 | They are excellent landlords and my house is wonderful. |

| | |
|------|--|
| 1019 | No play area for children in the area. |
|------|--|

| case | Q30 |
|------|---|
| 12 | I have a large garden and being disabled I cannot tend to it myself so I have to pay to have the grass cut, hedge trimmed and borders tidied. |
| 18 | The service charge I pay, which is not separated from the rent. The stairwell is always filthy even after it is cleaned. This has been brought up numerous times and they say "but we've used the same company for years". The cleaner is also not reliable in coming out even after I have paid on time. I am sick of chasing up this matter. I phoned twice last time. It was done on the 18th of March, 8 days late! |
| 26 | I live in a one bedroom, very small flat. My rent has increased between 20-25% since I moved in in 2009. To start with I thought the rent was fair and a decent rate for social housing but it is getting ridiculously high for a tiny one bedroom. There should be a cap on such small houses. I now only pay monthly £14.00 less than an Albyn part/ buy tenant with a 3 bedroom spacious semi-detached!! I can't get a mortgage but in a couple of years, with your rent increases I will be paying more!! Social housing is not supposed to "rip off" the poor but give them a fair deal! |
| 45 | I live in a bedsit. Rent is for a one bedroom flat. |
| 61 | Small and cramped flat with ongoing mould/ damp issues. Communal areas are dirty. |
| 70 | Windows and doors are very draughty. |
| 76 | Some repairs could be done to a better standard instead of just papering over the cracks. |
| 84 | Can get a 3 double bed house near us for £380.00 plus garage. I'm a single father with 2 kids and just manage the rent at the moment. If it goes up more we will have to move. |
| 85 | I have lived in a one bedroom flat for the past 17 years and rent has increased every year which is expected but I still feel that it is high for this property. |
| 88 | Expensive for a one bedroom property. |
| 100 | House is too small, no space for anything. No safe areas to go with my child. Very unsafe area for my child as there has already been an accident with the road and a child in this area. |
| 106 | I have asked the question why my rent is so high and a housing officer that visited me of repairs said she would ask the question but I have had no answer to this. I have a very small 1 bedroom property and do not have a separate kitchen, it's at the end of the living room and I'm being charged £354.00 a month. I know of other Albyn residents who have much larger 2 bedroom properties with separate kitchens and they are paying less rent than I am. I do not think this is right. My neighbour who has the same size property as me is not happy with our rent either. I would like a response to this from Albyn. |
| 126 | I cannot afford to pay what you are asking as I only receive £100.00 a week to live on. |
| 136 | I live in a one bedroom flat with shared front garden but yet pay more rent than those in Council properties who have two bedrooms with front/ back gardens, also closer to amenities. |
| 149 | £70.00 per week for a 1 bed flat is very hard to bear when you get 2 rooms for £80.00 per week. |
| 152 | The flats I live in all have a damp problem. I think the landlords could do something. |
| 153 | For the condition of this flat with very bad damp conditions, expect to have better living conditions for the amount of rent. Windows rotten/ walls soaking with damp. Told to open windows even in winter, it's our fault yet the fault is in the building. |
| 201 | The rent goes up yearly which isn't fair i.e. not in line with wages. |
| 251 | Haven't got gas but pay the same rent as flats with gas. Not fair in my opinion. |
| 266 | Too small for the rent. |
| 270 | Due to my disability and the lack of help from Albyn I am stuck in unsuitable accommodation. It is a nightmare not a home! |
| 275 | While I am and always will be grateful for having a roof over my head, I'm puzzled as to why the single occupancy flats are so small. Bedrooms that barely take a double bed let alone anything else. A |

| | |
|-----|---|
| | bathroom area that feels smaller than the shower cabinet despite having to include a sink and toilet. When sitting on the "throne" one has to be careful to avoid having the door handle or wall pressed against ones nose. |
| 284 | Electrics are not good. Faulty fire alarm. Walls paper thin. Repairs not done to a good standard. Stairwell not cleaned properly. Complaints not handled well, resulting in inadequate living. |
| 289 | Still waiting on update of heating systems, still got the old storage heating. Have asked about getting a shower fitted or could I do it myself, no answer. I've been here almost 16 years. |
| 318 | I think it's wrong to keep putting the rent up every year as every year we don't see what's being done to the houses for the increased rent. For example lots of the houses are in damp/ mouldy conditions and nothing gets done about that. |
| 325 | One room can fit a double bed but the other can only take a single in a certain position which is disappointing. |
| 326 | It's too expensive as we are all electric and these are supposed to be affordable houses but the electricity bill is £120.00-£130.00 per month. |
| 336 | I don't think anything is value for money in this day and age. You don't get what you pay for anywhere. |
| 337 | It's expensive. It keeps going up and up but my wages don't go up. |
| 357 | If they do what they say they are going to do then yes, but nothing gets done. |
| 359 | Had to downgrade home. |
| 374 | Happy with everything but my kitchen. It's very old and badly needs re-done. |
| 378 | It's not good value as the issue with dampness is ongoing. |
| 394 | It's a bit expensive for where I am. |
| 396 | A little bit high, could be lower compared to other housing in Inverness. |
| 399 | Rent goes up and there's no extra services. It should have remained the same price. Clean up the area and fix the pathways. |
| 403 | The rent has gone up every year but his allowance has not. I (brother) am having to make up the short fall in his rent. |
| 410 | Council properties are cheaper for much the same service. |
| 417 | My house is sinking. I have worms coming into my house. |
| 428 | Rents for these particular areas are expensive. |
| 436 | I feel I don't get anything from them. They just keep asking for more money. |
| 440 | A little bit expensive. |
| 450 | I feel it's quite expensive. |
| 461 | Compared to other houses mine is extremely high. I know someone who pays £70.00 per week for a 2 bedroom and I pay £68.00 for my own bedroom. This does not seem fair. |
| 469 | This is my first property so I am unsure whether this is good value for money or not. |
| 503 | For the size of my house, what I pay a month is a joke. Far too much for a 1 bedroom. The upkeep of the centre and in front of the flats. You do it already but as tenants pay £10.00 a month for it, it's not up to the standard it should be. Also better maintenance work, not just a quick fix. |
| 509 | Property is not maintained well. |
| 510 | Has dampness on walls. A lot of things needing repairs that Albyn know about but have no intention of fixing. |
| 512 | Albyn do not come to fix repairs for tenants so it lowers the houses value for money. |
| 521 | Rent is expensive and the property is not good value for money with the amount paid for the property. |
| 546 | Because of the location and the anti-social behaviour. |
| 552 | It's quite high but not as high as some I suppose. |

| | |
|-----|--|
| 573 | The house is old. In desperate need of modernisation. |
| 588 | I receive benefits so I only pay part of the rent. |
| 590 | Rent is extortionate. Highland Council are cheaper. |
| 597 | Carer answering on behalf of tenant and unsure if value for money. |
| 600 | I've nothing to compare it to. I don't know what other housing associations and Councils charge for rent. |
| 604 | Benefits pay for rent. |
| 653 | I think it's expensive but I don't pay the rent anyway. |
| 656 | Council property is cheaper. People pay less with them for a 3 bedroom than I do for a 2 bedroom. |
| 657 | It's gone up far too much. I think 16% is too much considering I've been a tenant for over 30 years. |
| 661 | It's expensive for a two bedroom house. Its £358.00 and I don't get housing benefit. |
| 663 | Because the flat was built on marshy land it's full of dampness and mould throughout. |
| 673 | Mould. |
| 686 | It's too expensive. |
| 709 | Too much money for the size of the property. |
| 710 | We are £380 per month for a tiny 2 bedroom property. |
| 725 | Rent increases annually but service decreases!! |
| 729 | Shared garden that cannot be used. Shared washing line that is not appropriate for a family. Cat mess that I have to deal with. Poor shared garden maintenance. Neighbour not sharing the cat mess/ litter issues. Poor heating and plumbing system and generally the fact that £330 is not affordable when you have £108 per month Council tax plus £80 a month gas and electric. |
| 744 | Think the rent is about 10% to high and no consideration given to the peoples economic climate. |
| 750 | Insulation is poor, Windows are poor, draughty and house is cold due to dead end wall with walls not insulated properly. |
| 753 | Very poor heating. Expensive to use with very poorly heated house |
| 754 | Houses are in a state of disrepair, outdated and when updated rent goes up considerably. At the rate of rent increases private let will soon be more affordable and has been considered by many other known tenants in the area. |
| 756 | Council rents for equal sized properties are far cheaper and no factoring fees which equal at least £30 per month more expensive than Council housing. |
| 758 | Quite expensive compared to Council houses. |
| 759 | The layout of the house is poor, in particular the size of the two bed kitchens/ bathrooms. There is no room in the kitchen for a table, nor is there room in the living room so we are forced to eat dinner on our lap. The previous house I lived in which was one bed had far bigger kitchen and bathroom. |
| 761 | I feel that with the rent I am paying that at least I could have some of the basics i.e. shower in my bathroom, internal doors are very old these need replacing. |
| 765 | We don't have enough parking bays. I've suggested to Albyn on removing some of the grass areas and make the parking areas bigger nothing has been done so the complaints still go on. |
| 766 | Too high. |
| 790 | I feel that new windows and interior doors should be provided. Lots of houses being built around me for rent purposes so I feel older ones should be upgraded. |
| 800 | The amount of rent we pay. |
| 817 | The house is full of faults. |
| 822 | Most of the works done I had carried out myself the rent increases so much which is not in reality in relation to peoples wages my rent has almost increase £100 a month since 2011 but my wage has not |

| | |
|------|--|
| | increased anywhere near that. |
| 827 | Too expensive for what we get. |
| 832 | Since we first moved in the rent has gone up every year. |
| 840 | We badly need new windows. Prices go up regularly. |
| 841 | Because it's more expensive than the Council rent. It's too expensive. |
| 853 | It goes up every year and we don't get the service. |
| 861 | £360.00 for a house and there's draughty windows and a poor heating system which now costs me more. |
| 882 | They keep putting it up. |
| 896 | I feel it's gone up every year yet when we ask to get something done it takes a long time. |
| 897 | I think the rents are just a bit too high. |
| 908 | I feel the Council tax rates are very high for the size of properties. |
| 912 | It's gone up quite a lot since I moved in and is now higher than the Council's rent. |
| 914 | More than poor value. When I first moved in it was £50.00 now it's over £300.00. Fat spoofs sitting at their desks being greedy keep putting the rents up. |
| 916 | The rent and Council tax are very expensive. I suppose it would be okay for someone getting help but I have to pay my own. |
| 922 | It's quite a high rent. |
| 934 | It's expensive. |
| 937 | I feel we pay a lot for what we get. It's gone up substantially over the last 3-4 years. |
| 944 | I feel it's a bit expensive for the size of the property and it's expensive compared to other rents. |
| 960 | They don't do anything for us without being pushed. They're like a cake, the decoration looks nice but there's a nasty sponge inside. |
| 970 | I can't answer as I am on housing benefit. |
| 983 | Not happy about the meeting held where tenants agreed to the 5 year planned rent increase. Don't think they took workers into consideration as I don't get a pay rise from my employer. Albyn's rents are at the stage that they're getting closer to private sector rates when it should be the opposite. |
| 995 | I get help with my rent so I don't know. |
| 1007 | Slightly expensive for a one bedroom property. |
| 1008 | Rents increase all the time. The property should be paid off by now. |
| 1013 | I find it quite expensive. |

| case | Q32 |
|------|--|
| 11 | Grass is not cut short enough. No weeding done at all. |
| 12 | Litter gathers amongst shrubbery. |
| 15 | For cutting a small piece of grass in front of driveway and only seasonal. |
| 18 | As I said the "cleaner" is a term used loosely. Not on time and never cleaned properly. He is in and out in less than 10 minutes. Done properly it should take at least half an hour. |
| 19 | No one helps me to keep my garden tidy. I have to pay for garden equipment. |
| 24 | Litter. |
| 27 | Service charge for grass cutting in 2 fields that nobody uses. |
| 40 | Landscaping is very poorly looked after, dead shrubs etc. Never replaced. Shared stairs and hallway are never checked to see if tenants are sharing cleaning etc. |
| 41 | The work that is done isn't giving the Council or tenants value for money. |
| 47 | The maintenance of landscaping is patchy and the area is often looking unattended. The week killing is rarely done and weeding was done only once last year. |
| 61 | Continual problems with litter, broken glass and unkept communal garden areas. |
| 67 | We have a tenant who has a dog that goes out to the front door to do the toilet. We have a lot of dog mess that has not been picked up, it looks unsightly. Also the dog has peed on the stairs but the tenant has never cleaned up after the dog since it came here. |
| 69 | Work has not been done in the garden. I reported this 3 years ago and am still waiting. |
| 71 | My daughter's accommodation consists of a block of 5 flats. She is being charged a large amount for a very small patch of grass needing cut. They have responsibility for keeping the stairway clean which is a large area. My daughter doesn't keep well. |
| 78 | I never see anyone doing any work that's needed to grounds around properties. |
| 84 | Nothing has been done or cleaned in the 4 years we have been here. Communal parts are over grown and untidy. |
| 87 | Litter in scheme is getting out of hand. Also dog fouling is awful, too many pets. Barking dogs all day long. |
| 90 | Stairwell cleaned very poorly, very scruffy. Grass area is very poorly kept. O'Brien's part of building, filthy from outside. |
| 100 | They hardly clean the landing, the doors keep breaking and they were meant to be fixed but they're still broken! |
| 106 | My neighbour and I share an entrance which we keep clean and tidy ourselves. There is just a small area of grass to be cut at the front of our property and edge round car park. In winter our car park was often very icy and gritters came very late in the day. I am charged £31.05 a month for services. |
| 114 | I don't know what the services are? The communal stair lighting is coming on at all the wrong times. |
| 132 | Area is usually full of weeds and rubbish! |
| 133 | The grounds care company/ contractor is poor value for money and only does the bare minimum. |
| 137 | As I live in a bungalow, service charge is also supposedly to keep stairs clean in the flats. Honestly, a block I have been to is filthy/ disgusting. So why should I and others have to pay they charge? Fair enough the grass is cut but they don't tidy my garden, I do that. |
| 144 | We pay towards cleaning out of the close every month and we are lucky if it gets done every 3 months. They only weed the drying green when a tenant phones them. |
| 145 | Nobody ever seems to do anything. |
| 146 | Just think service charges should be covered in rent, like Council tenants. |
| 149 | Close needs to be kept clean like Inverness. |
| 153 | I am the only tenant to clean stairs/ landing windows etc. I don't get thanks but still get charged for |

| | |
|-----|--|
| | doing it. |
| 163 | Why bother trying to create a garden when children run over with bikes etc. |
| 167 | I have been informed that the service charge for cutting grass behind the houses is not required as they don't cut it. |
| 169 | Albyn is a charity and they are openly profiting from service charges on spare land here in Kiltarlity. We are charged £18.00 for this so called communal land (has one gate) there is no access to this land. No upkeep. |
| 181 | The garden ground is not being well maintained within Kings Court. The block paving is not being kept tidy and weed free. |
| 188 | We do not have any landscaped area. The original set out was nice but all dies off then the neighbours wrecked the bit directly outside my front door by putting a noisy trampoline (very annoying if you are on shifts). |
| 205 | Amount of work done does not justify the level of service charge, currently £180.00 annually. I feel the charge is being used as a cash generator for the builder and does not reflect the real costs. |
| 224 | Because our landscaping is poorly kept, some people pay and some don't. It's not a fair way to do it. |
| 236 | The grass round the flats at the main road is a mess, a lot of litter and rubbish is lying about. |
| 259 | I am the only Albyn tenant in my street so this does not apply to me. |
| 264 | The only service we get on my street is the hedge at the front is trimmed 2 times a year. Please send me a breakdown of services I should be getting. |
| 271 | I try to maintain my green area so that enhances the square in general, the services let it down. I feel like going out to operatives and telling them how to do it properly. |
| 275 | I feel the charges are fair. However the gardening work has recently caused me some concern. When strimming recently, they strimmed through the piles of dog excrement that one neighbour allows his dog to leave at our communal door, thereby spreading it even further while making it more difficult to see it. There are several young children in our street who could potentially, be at risk of contracting toxocara poisoning. Another issue raised not resolved. |
| 278 | The "grass areas" belong to Albyn so why do we pay maintenance for them? |
| 284 | The stairwell is not cleaned properly. The person is in and out in 15 minutes and it is still as dirty as before. Also he/ she never comes unless a complaint is made. |
| 286 | Never see anyone. Tenants maintain the grounds themselves. |
| 290 | Service charge areas are used (and abused) mainly by non Albyn households. |
| 294 | I just think it should be in with the rent and not two separate charges. |
| 298 | Don't know who is responsible. |
| 315 | There is rarely anybody doing the shared areas. They are a total mess. Totally dissatisfied with this. |
| 318 | We pay a service charge, half of the flats here with shared entrances never get cleaned. Yes the guys cut the grass etc. But they say they are no longer responsible for weeding, so we're paying and now we're going to be overrun with weeds. Some areas are going to be paying a service charge soon and they're not even going to get their grass cut for it. It's all wrong. |
| 324 | £16.00 a month is quite expensive for cutting the grass, especially for pensioners. |
| 325 | More money I have to pay on top of Council tax. Things that Council tax should already cover. |
| 326 | Too expensive for what we get. |
| 328 | A patch of grass outside that isn't maintained and we're paying £10.00-£15.00 a month. You're lucky if it's cut two or three times a year. |
| 329 | Being charged to service a drive way when it's the only access to the property. |
| 342 | The charges are quite high and I'm not exactly sure what they're for. I don't know what Albyn pay the people who cut the grass but I don't think they do a lot for their money. |

| | |
|-----|--|
| 348 | We pay too much for what we get. There are 14 houses with 2 small communal areas, it works out to be £200.00 we are paying and they don't even cut the grass as often as they tell us it will be done. We would be better using a private company. |
| 352 | I just pay it because I have to. I don't know what it covers. I think the charges should relate to what's done in the area and should not be standard for all areas. Some places have more done than others. |
| 362 | Not worth the money. |
| 364 | I don't understand why we have to pay for grass to be cut in a bit that's never used and not attached to houses. I don't see the benefit of it. |
| 377 | We pay for a common area to be looked after. There are some trees in this area and bark should be on the ground. It's not looked after, all the bark has gone and weeds are coming through. |
| 380 | I do not pay any service charge. |
| 381 | Do not pay. |
| 382 | Do not pay any such charges. |
| 393 | I don't feel that we get anything for our money. The residents do things themselves, like cutting back bushes etc. Only thing we get is grit in the icy weather. |
| 396 | The people that clean the landings don't do a very good job. There are stains even after they are supposed to have cleaned. |
| 398 | Don't pay any service charges. |
| 407 | There is an area outside my garden with grass and it never gets cut. |
| 410 | Council houses receive more services and pay less rent. |
| 414 | Not sure what it gets spent on. |
| 416 | Council tax is hard to afford. |
| 419 | Every house pays £200.00, can't see where it goes and no one can tell me. Trees planted, going wild. No explanation. |
| 420 | Don't pay any. |
| 425 | For the services. |
| 426 | There is a small area of grass at the side of my house and for all the work it takes to maintain, it's overpriced. |
| 428 | Do not pay any service charge. |
| 429 | I don't pay any service charges. |
| 430 | The services are cutting grass. I am okay with these but not entirely satisfied. |
| 439 | For all the services I do not believe it is good value for money. The stairs should be cleaned more than once a month and the windows have been cleaned once in the past 2 years. |
| 443 | Don't pay any. |
| 446 | There's a lot of rubbish and the surrounding landscape doesn't look that good. |
| 450 | A lot of tenants in the flats are dumping a lot of rubbish out and that goes onto our service charge. I don't think this is fair. |
| 454 | I don't know exactly what I am charged for. I think £10.00 every week is too much for services like these. |
| 455 | I do not pay these charges. |
| 456 | The contractors don't do the gardens and they leave a lot of water on the floor, a few tenants have slipped on it. |
| 460 | I don't know what I pay for or how much I pay so I am unsure. |
| 462 | Very expensive. |
| 463 | Don't pay any. |
| 465 | They do okay cutting the grass but there's loads of branches from trees in the woods lying around and |

| | |
|-----|---|
| | they're also in the play area. There's a lot of dog fouling too. |
| 467 | Don't pay any charges for extra service. |
| 469 | Don't pay. |
| 472 | The landscaping of common areas is not being done yet we are being charged for this service. |
| 484 | Don't believe I pay any charges. |
| 485 | Don't pay any. |
| 487 | There have been dogs fouling in the close and it hasn't been cleaned for months. |
| 489 | Don't pay any. |
| 492 | I have my own garden and they don't cut my grass. I'm paying the same as people in flats that are getting that service. |
| 496 | It's not done regularly enough here. Grass needs to be cut more often in the summer. |
| 503 | The upkeep of the centre and in front of the flats. You do it already but as tenants pay £10.00 a month for it, it's not up to the standard it should be. Also better maintenance work, not just a quick fix. |
| 508 | Purely down to the fact we pay for these charges and our stairwell doesn't get cleaned. |
| 509 | Have only ever witnessed gritters out in winter, need to cut their own grass. |
| 510 | Very expensive for what they provide. |
| 512 | The service charges are too expensive. Albyn do not provide good value when it comes to service charges. |
| 515 | Standard of grass cutting is going downhill, things being left overgrown. Older tenants notice this. We are supposed to get four tidy ups in winter but we only get one. |
| 516 | They cut the grass, that's it. It's not even my grass. |
| 518 | It's quite high and they don't do a lot for what I pay. |
| 520 | £15.00 per month yet they don't cut my grass or provide any service for this payment. |
| 521 | Bins only get emptied once a fortnight, which means that they are overflowing due to not having enough bins or anyone to empty them on a regular basis. |
| 533 | I'm not sure of the services we get for the money. |
| 535 | Because they don't do the ground maintenance. I don't see the landscaping getting done. |
| 546 | Don't know. I don't think we pay this. |
| 550 | It's a bit expensive. |
| 551 | They don't cut the grass. |
| 554 | Grass isn't cut as often as it should be. Paths aren't well maintained. Lots of dog fouling and litter. It's used by people who don't pay service charge. |
| 555 | Negligence! They didn't provide lighting in common area and the light source is being run from a tenants electrical source. |
| 571 | As we live in a tenant house, we don't get this. |
| 574 | We pay £10 for services the Council provides, so we get nothing for that money. |
| 575 | It's expensive and I thought I paid Council tax for these services. |
| 579 | It's a bit expensive for a couple of grass cuts a year and a satellite dish. |
| 584 | They could come around more often to put down weed killer. |
| 585 | Don't pay charges. |
| 587 | Don't want to pay more than rent. |
| 588 | Receive benefits. |
| 589 | There is 2 slabs in the garden. |
| 590 | Charges are disgusting for tiny wee bit of grass. The guys that do the grass don't take care when |

| | |
|-----|---|
| | they're strimming, they hit cars with stones. |
| 600 | I don't see that we should be charged. We pay for 2 fields to be cut twice a year. I don't know why they don't allow a farmer to use it for sheep. |
| 601 | £11 a month for just getting front grass cut is a bit much. |
| 604 | Benefits pay. |
| 607 | Don't pay charges. |
| 608 | Would rather maintain these on my own than pay a charge. |
| 610 | Service charges are high and not worth the money being paid. Cleaning of building is only done every 2 weeks. |
| 614 | Service charges have went up but workload has not. They only cut the grass. |
| 626 | It is not Albyn's fault. Some of the neighbours have no respect for others. |
| 629 | We don't get enough for the money we pay. |
| 638 | At the Laurels it's too expensive for what we get. There's an old man, older than me who comes around here and cuts the grass with a strimmer and he even strims beautiful flowers. Never uses a lawnmower. I feel he doesn't do a good job at all. Albyn planted those flowers and he strimmed them! |
| 654 | We don't get the standard we should for grass cutting service. |
| 655 | I don't understand why we pay all year round for grass cutting when it's only cut a few times in the summer. Today is the first time they've been and like always they've left the grass cuttings. He also ran over cardboard boxes and plastic bags and it's like confetti on the grass. I don't mind paying the charges if I see the benefit but I don't. |
| 657 | I don't think the new contractor does as good a job as the previous one. |
| 658 | I don't know what I pay for. I cut the bit of grass at the front. |
| 660 | We only receive one person, once a week in the summer to cut the grass yet we pay for the service all year round. |
| 661 | Not sure what it costs. |
| 662 | You only see them once every 3 months. Don't think we get enough for what we pay for. |
| 665 | I don't know what I'm paying for or what I should be getting for this payment. |
| 673 | Service. |
| 687 | The service charges are not good value for money as nothing is done on a regular basis i.e. grass cutting. |
| 692 | There are only 2 houses here and I feel it's expensive for what we get. |
| 709 | I shouldn't have to pay as they only cut a wee bit of grass. |
| 713 | I'm not aware of what the money is used for in my area. |
| 714 | Not enough done to keep the area looking clean. |
| 719 | The bin compounds are not looked after and there is fly tipping occurring and nothing been done. |
| 720 | Service charge is a general term and I do not feel that it represents good value for money. However if it was more detailed on what the charges get put to in maintaining the properties in the neighbourhood then I may be more likely to think differently. I have not seen anybody in nearly 3 years maintaining any shared areas round my property. |
| 725 | Charges are too high for work that we could do ourselves!! |
| 729 | Service charge is ok but the service is not. |
| 736 | They do not provide any maintenance service in my area. |
| 744 | Too costly and alternatives should be allowed rather than a closed shop. |
| 746 | When the grass gets cut sometimes the grass cuttings do not get lifted and the weeding not done in certain areas. |
| 748 | Think this should be covered by Council tax. |

| | |
|-----|--|
| 753 | I am responsible for maintaining my own grass/ garden therefore don't feel I should pay towards up keeping the grass at the nearby flats. The maintenance fees should be paid only by the residents of the flats. I either have to pay to buy a lawnmower or pay a grass cutter personally so don't feel I should pay the maintenance fee as well. |
| 754 | What landscaping, I live in a rural area and don't have a private entrance. Paths never gritted so service charge paid for what? |
| 756 | I don't see why we should be paying an excess charge for facilities we do not have or use i.e. grass cutting when you stay in a top floor flat, the option to install and maintain our own washing lines and TV aerial rather than paying for the upkeep to someone else's. |
| 762 | I'm unsure if it's Albyn responsibility to maintain the car park as the potholes are dreadful and damage the car. |
| 764 | For the fee I pay all I get is grass cut in summer. Have clean our own stair way, do our own weeding at front flats, tidy up around the grounds. |
| 781 | Do not agree with paying a service charge for gritting and cutting grass when already pay Council tax for these things. |
| 785 | We hardly ever see any maintenance being carried out. |
| 786 | Not sure if we have service charges. |
| 789 | The landscaping never gets maintained. Generally nothing gets done. They very occasionally come and spray weed killer. |
| 791 | My grass at front of house never gets cut. I would say its shared as it covers the front path of the doorstep for my property and my neighbours, neither his or mine. Other than that, good. |
| 792 | All that gets done is grass cutting. The so called plant pots in Logan Way are litter trays for cats, it's disgusting. The money could be spent on a park for the 20+ kids in the street. |
| 794 | There is so much dog shit about that it's difficult to walk along the pavements. If we're paying service charges along with Council tax, we shouldn't have to worry about our kids standing in it. |
| 799 | No landscaping is ever done, we have no shared entrance. |
| 800 | Grass cutting and winter maintenance are very poor. |
| 810 | Grass cutting we have nowhere to keep lawn mower, no shed. So we need regular grass cutting service. |
| 811 | Litter around my home and glass often that I have to remove. |
| 812 | Trees too big, roots pushing the paths up. Alley ways have cigs butt, rubbish and weeds. Grass growing over the paths. Residents should not have to phone to point these things out it should be checked regularly, the money Albyn get from each house in the area should stay in that area not use in other areas. I have lived here over 30 years, year after year the maintaining has got less but the service charges have gone up. |
| 817 | Nothing gets done. |
| 822 | They do not do anything such as landscaping or entrances to my premises. I need a new fence between myself and my neighbour but will need to share the costs with my neighbour so not sure why we pay for such things. |
| 841 | It's expensive and we don't get value for money. We pay £120 a year and we're lucky if we get the grass cut 4 times a year. In the winter they don't tidy up the grass area or landscaping area. Sometimes there's rubbish to be picked up. |
| 842 | Grass not cut very often. |
| 843 | I get housing benefit. I don't know what I pay. |
| 844 | Don't pay. |
| 846 | Don't pay. |

| | |
|-----|---|
| 847 | Don't pay. |
| 852 | All they do is cut a small area of grass every 6 weeks. |
| 853 | We pay for grass cutting and still haven't seen them for the first cut this year. |
| 858 | Too expensive for just some grass cutting and it has gone up £8 which I don't agree with. |
| 862 | I'm not sure what we pay for. I see them trim bushes but that's all I know about the charges. |
| 864 | We hear them cleaning but it's never done properly. |
| 879 | Gardeners won't touch a piece of ground because of dog mess. We are paying for the service which isn't happening. |
| 885 | I have not studied it enough. We pay for landscaping, the man who does this makes a mess. We pay for a bin service. I cannot understand this as I put my own bin out. |
| 887 | Don't know. |
| 888 | We pay £35.00 a month each and a person comes around once a month and spends 10 minutes cutting the grass. It's far too expensive for 10 minutes work. |
| 892 | I don't know what I'm paying for so I'm not sure if it's value or not. |
| 896 | It depends on who does it. It doesn't get done on a regular basis and sometimes it's done properly but other times it's not. |
| 899 | It's getting better now. They appear now and again. Sometimes half-hearted attempts. |
| 912 | I don't know why I pay service charges and I have to cut my own grass. |
| 914 | Paths are not cleaned properly, I have to phone several times to get anything done. |
| 917 | The men who carry out the maintenance never pick up cigarette butts. They blow them into the bushes and they blow into my front door. They also don't come very regularly to do anything. |
| 919 | They don't always do a good job and sometimes miss bits out when cutting the grass. |
| 921 | This service has gotten worse over the last couple of years. If I was asked this 2 years ago my answer would be completely different. They don't tidy up, don't trim hedges it's just done as quickly as possible then they're gone. |
| 922 | We don't get value for money. They hardly ever come here and it's supposed to be fortnightly for the stairs. The back area needs to be tidied and its months since anyone came to do it. The leaves are a foot high. |
| 937 | It's too high in relation to what we get. |
| 939 | The street is a mess with school kids. Albyn don't do any clearing up. |
| 946 | As I don't know what I'm paying for and I'm sure most of the services i.e. cleaning gutters are not being done. |
| 951 | The grass is not cut well or often enough. |
| 953 | I pay them but they don't cut my grass because I have a relative living within 5 miles. It's a bit unfair as the woman across gets hers cut and has family half a mile away. |
| 962 | We have a communal gravelled area at the back which is never touched and I don't see anything else being done. |
| 967 | The area outside my property is just stones and weeds. The weeds get really out of hand in the warmer months. The stones are an eye sore and you can't spend any time outside on them. Paving slabs would be far better if grass is not an option. The landscaping is horrible. No greenery. I never see any maintenance. |
| 969 | I cut my own grass. I pay Council tax which covers the cost of gritting the road in the winter. So I get no value or benefit from paying this service charge. |
| 972 | Poor value for what we get. There's a bit of grass that gets cut occasionally but not enough for us to pay as much per month. |
| 973 | I don't like the service charges in general. |

| | |
|------|---|
| 974 | I question this. I just don't know what we pay for. We are all fenced in and cut our own grass. |
| 977 | It's expensive for the guys going over the grass quickly. They never edge it. Trees don't get touched. They leave stones all over the place and there's no weeding and they leave the cuttings. |
| 983 | I pay £12.00 a month just to get the grass cut. Add all neighbours that pay this just to get front grass done 6 times a year, it really isn't worth it. |
| 984 | It's still a new build and area so we're waiting to see how this service unfolds over the next few months. |
| 1001 | Albyn does not cut the grass. |
| 1005 | It's not worth it. I could go and strim the small patch of grass myself. It's very low maintenance. |
| 1019 | Not good value for money as they only cut the grass every few months. |

| case | Q35 |
|------|---|
| 9 | When I first moved in almost 6 years ago I was very happy. However my health has deteriorated badly since then. I have real problems with the steep stairs and since the buses stopped going through the estate, the hill up to the house really exhausts me. |
| 24 | Lack of sound insulation. |
| 26 | Generally tatty, including the external walls. The bathrooms and kitchens were supposed to be replaced in 2013, we still haven't had them done. |
| 41 | I have had a severe damp problem and everything I do doesn't work. I believe because my flat is above the entrance to the other blocks and I have no one below me, I cannot keep the heat in. It is very draughty, mouldy and cold. |
| 45 | Needs new windows. The flat is not properly insulated or sound proofed. |
| 54 | My wife has to have a room to herself (stroke). I have a spinal injury and the physiotherapy people are doing all they can. Noise insulation is poor as we can hear our upstairs neighbour moving about. |
| 55 | Needing rooms re-plastered, wallpaper and plaster coming away from wall. |
| 59 | Our fencing need replaced as its falling apart. |
| 61 | Not big family and continual mould/ damp issues. |
| 62 | We have a recurring damp problem and the windows need replaced. |
| 69 | Garden has a problem with drainage, I have been told it will be fixed. Still waiting. |
| 70 | As I live in a windy area, doors and windows need improvement as I have draught excluders taped to windows to stop them whistling. |
| 73 | Windows and bath. |
| 84 | House needs tidying. Metal post by front door is rusting and wood on the front needs varnishing. |
| 100 | Holes in walls/ roof. Not enough space in any room. Don't like how the doors swing as it's dangerous for my child. Got put in the top floor flat when heavily pregnant with my child. |
| 106 | I like my home but as I said previously, it is very small and I don't think our rent is fairly priced due to the size. We do not have a separate kitchen. |
| 136 | Bathroom was in a very poor state when I was given the keys but was told I wasn't entitled to a new one. Kitchen doors were hanging off also but had to fix them myself. Properties should be in a more suitable state for people moving in. |
| 142 | No storage space, no linen cupboard and spare room has to be used. My first Albyn home, have seen friends who have a lot of storage. Had more in my caravan. |
| 157 | Windows and doors are rubbish. |
| 163 | Have already mentioned and spoken to people about children/ adults going over gardens. |
| 201 | Albyn refused to modernise my kitchen floor as they have done to other tenants i.e. Milton! |
| 237 | We can hear a lot of noise from the flat upstairs. Poor design of the communal/ parking areas. So our flat has all the noises from the car park. Poor design of cupboard with sliding doors that can only open up a third of the way. |
| 266 | Flat is too small. |
| 270 | I have a disability and the bathroom is too small. I keep hurting myself as the bathroom door is so close to the sink. |
| 284 | No shower, which I feel is unacceptable in a modern property. Windows are fitted improperly resulting in gaps and cold drafts. No storage space for items in the kitchen area and no real worktop area for preparing food. Storage heaters cost too much to keep on in the winter (outdated). |
| 315 | House is perfect, only problem is the heating system. It is useless and very expensive to run. Hardly able to keep money in the meter. |

| | |
|-----|---|
| 321 | Storage heaters are expensive to run. Some of the rooms don't have storage heaters, it's only panel heaters. |
| 328 | I still have a window and door that needs replacing. |
| 329 | It's been built with the poorest quality of materials and labour. |
| 365 | Mice in loft. |
| 371 | Problems with parking in the drive. If I used a wheelchair I couldn't get out of the car, there's not enough space between neighbours drive and mine. Sometimes people visiting neighbours use my drive. |
| 374 | My kitchen is very old and grim, needs renewed. |
| 378 | The front garden is like a swamp when it rains and I think this could be the cause of the dampness. |
| 396 | Security lights are broken every couple of weeks in the landing. This makes it unsafe for the children that live here. This makes me dissatisfied with the service. |
| 397 | Had a lot of problems with ongoing repairs. |
| 398 | The materials that have been used are cheap materials. Things are breaking all the time within the last 6 years. |
| 412 | Because I'm still waiting for doors and skirting boards to be fixed. |
| 417 | The problem with worms is still not sorted. |
| 425 | Kitchen could do with more cupboards. Access to extractor fans is difficult to access. Lack of cupboard space. |
| 439 | Flats are nice but there have been problems with bathrooms. There wasn't a proper inspection after 1 year of moving in. The contractors that were building the flats went bust during the building work so it was rushed and cheap materials were used. |
| 457 | Need new windows. I'm still waiting on a repair to broken and missing tiles on the roof due to storms in January. |
| 461 | Reported the windows during the winter. There is condensation and the wind is coming through. This is making it very difficult to heat my home. They came out to seal the windows but they haven't done a good job as the problem is re-occurring. |
| 465 | There are issues with dampness. |
| 495 | Old heating system and very old draughty windows. |
| 503 | Windows are not up to standard. Major draft from every window. Heaters do not work. Storage heating is outdated. |
| 509 | It is poor inside, tenants not allowed to change anything without permission. |
| 510 | Dampness in house, not fixed. |
| 512 | The quality of the home is poor due to repairs not being fixed. |
| 521 | Repairs do not get fixed. |
| 522 | Need insulation. New fencing as fences are blowing and rotting. |
| 535 | Too much glass so house gets too hot for me and my dogs. |
| 545 | It's cold even after the heating being on for hours. |
| 546 | The rooms are too small, especially the bedroom. |
| 552 | There is some dampness issues. |
| 568 | Inefficient, expensive and outdated heating system. |
| 589 | Light fittings were unacceptable when I moved in, had to fit new ones. Cat fleas when I moved in also. |
| 597 | Due to respondent's health condition, the quality of the home wouldn't be relevant. |
| 604 | Could be better but not the worst. |
| 647 | General condition of the property. |
| 648 | I've asked them to look at dampness in my bedroom and they haven't done anything about it. I have |

| | |
|-----|--|
| | asked about new windows but they said we are not getting them for a year or two. |
| 650 | When I first moved in 7 months ago, I had to spend a good few hundred pounds to bring the standard up. |
| 656 | Problem with windows, they're mouldy and rotting away. |
| 673 | Doesn't hold the heat. |
| 709 | Kitchen is small and hardly any cupboards. No shower. |
| 712 | There is room for improvement rooms are tiny and public gardens so we can't have fences? Not a great idea. |
| 714 | It has more leaks than Wales, not airtight against high winds, not water tight, too many small leaks. The electric switches are cheap and do not function properly, taps are cheap and do not function properly. Window handles are cheap and do not function properly. |
| 716 | General condition is beginning to bother me. |
| 734 | Needing repairs done, no one turning up. Heating system very poor, extremely unaffordable. Loft insulation below legal regulations. |
| 735 | The windows/ doors are old out of date and draughty. |
| 741 | Dampness on walls and bathroom despite using two dehumidifiers. |
| 744 | Do my own internal and external maintenance. |
| 754 | Outdated. Impossible to get all things done without incurring a further cost from tenant's pocket. When housing work is done a grant is given for decorating but does not take into account the workers it takes to actually do the decorating. Having to take leave from work to suit other contractors after all we don't all sit on income support. |
| 756 | Rents should be equal to Council rents. |
| 761 | Fixture and fittings are very old they need upgrading. |
| 763 | No soundproofing, damp. |
| 778 | The floors within my home (which is by no means an 'old' house) creak severely to the point you can hear it outside of the property. This is not something I would expect within a build of this age and it is not something that the association will consider repairing. |
| 785 | Not enough cupboards or storage. Bedrooms too small. No alternative heating system (hearth and chimney) in the event of power cuts, which can be often and prolonged in the winter. |
| 789 | Windows draughty as they are warped. Back door faulty. Heating system extortionate to run and faulty, because of this damp in places. |
| 790 | Windows and interior doors need upgraded. I have heavy wooden blinds on my window and when stormy outside blinds move with wind. |
| 796 | House generally fine but is needing some updating, especially windows, as none of them shut properly. Some of the double glazing has condensation due to eroded seals. This means the house is constantly draughty and expensive on heating bills. |
| 803 | Bathroom too small, no storage space. |
| 817 | Plaster board coming off the walls. Two leaks in my ceiling and faulty electrics. |
| 853 | Defects and repair work needing done. |
| 861 | Draughty windows and poor heating. |
| 866 | Poor state of bathroom and internal doors. |
| 867 | It's full of mould and I can't afford to keep my heaters on. |
| 872 | I'm not happy with the dampness I'm living with. |
| 879 | Bits and pieces need fixed which Albyn haven't done and can't do because I work during the day. |
| 885 | This is a flat that was designed for people with disabilities. It has access to the community/ nursing |

| | |
|------|---|
| | home. I was not aware of this when I moved in. I have no serious illness. |
| 886 | It's an old building and high maintenance problems so I feel I'm always calling to report repairs which they carry out promptly. |
| 895 | Dampness all over the house. |
| 896 | It's very small. The bedroom is too small. |
| 912 | There isn't enough storage and cupboard space. |
| 925 | Due to the noise of upstairs neighbours. Hard wood flooring and very noisy footfall up/ down communal stair case also. |
| 951 | The heating is poor and the insulation. |
| 954 | Dampness. |
| 963 | House is bad with damp walls. This affects the decor and I can't afford to keep redecorating. |
| 967 | The fixtures and fittings are cheap and need constant care. The sound proofing is not great and one bedroom is under the upstairs neighbour's living room so it's very noisy in that room. There is no storage space apart from the wardrobes. The storage heaters are so expensive I can't put them on. There are only four windows, it's so dark. |
| 969 | We have mould in the attic. Terrible heating system. |
| 1008 | It's not the best of builds, it's only adequate. |

| case | Q36 |
|------|---|
| 1 | The heating should be changed, that's what makes the electricity bills so expensive. |
| 6 | I feel that the kitchen needs new worktops for the sake of hygiene. |
| 7 | The maintaining of outside building should be inspected, slabs and guttering etc. |
| 9 | Unfortunately getting a move to another house with no stairs would be the only thing that could improve my life. However it seems I am going to have to struggle on for a while yet. |
| 11 | I would love a wood/ coal stove fire. |
| 12 | Garden roots are growing around pipework of bathroom, already had an expensive repair carried out! |
| 15 | They should have installed showers as the new ones that have been built have showers. |
| 18 | Put a shower in. Change the compatibility in the electric box for a half decent shower, at the moment it would be rubbish. |
| 19 | Painting, new flooring in bathroom and toilet seat handle. |
| 21 | Update heating. |
| 23 | New fences in garden at front as the existing one is falling down and looks tacky. |
| 24 | Sound insulation. |
| 26 | Renovate houses when they become tatty and dirty looking. Hire electricians and plumbers who will actually fully complete a job i.e. competent and not just cheap labour! |
| 27 | New central heating and new kitchens. |
| 30 | Very satisfied. Could do with an outside water tap. |
| 31 | Change of heating system, wasted space inside, cattle grid and septic tank. |
| 35 | Very happy as it is. |
| 36 | Quality of building. Layout very good. |
| 41 | Get my living room window out to see how rotting my wood and flooring is decayed already. I've painted my walls 4 or 5 times and the mould is still coming straight through. I don't know what to do and I'm hoping it dries out a bit in the summer. |
| 42 | Fit a walk in shower. |
| 45 | Insulate and sound proof. |
| 47 | In my case fencing would be enormously useful. Also perhaps a sign to let people know the parking space in front of my house is not for anyone to use. |
| 50 | Replace existing double glazing with better quality glazing. |
| 52 | Windows and doors a definite but other than that I love my bungalow. |
| 54 | The quality of the house is fine. Perhaps insulating the ceiling. It was a bad move putting young children above elderly and disabled people. |
| 55 | Carry out repairs to the above. |
| 62 | Housing officers should visit! |
| 63 | Wall insulation. Inner wall soundproofing and insulation. |
| 64 | Upgrade door buzzer and door security. |
| 65 | Raise fencing to keep children from sitting, making remarks whilst sitting and standing on my wall. |
| 67 | The windows should be seen to. |
| 69 | Fix garden. |
| 70 | Replace some doors and windows. |
| 73 | New windows and bath. |
| 75 | Possibly provide access to garden for parking cars. A drive would be fantastic although parking issues have been seen to. |
| 76 | Better repairs. |

| | |
|-----|---|
| 79 | By putting new interior doors in. Have been in my home since December 1976. Doors are warped, my bathroom door is worst of all. |
| 84 | Helping with fencing so one can have some privacy and clean up. |
| 86 | Put in standing shower. |
| 87 | Houses have too many pets, the situation is getting out of hand. |
| 89 | Change windows and insulate the loft. |
| 90 | Outside maintenance, cleaning stairwell, car park area and bin area awful. |
| 91 | As it is a new build, no improvement to the house are needed. The gardens in our small area could have had more top soil and better grass seed put down, not what we have which is mostly clover. |
| 97 | Very satisfied with the quality of my home and if I do have a problem Albyn deal with it very quickly. |
| 99 | Replant gardens as planned in the original plans after so many have died. |
| 104 | Windows. |
| 105 | Whilst the property is fairly adequate, I find that the main living room is very small. Open plan living room/ kitchen would create more space. |
| 106 | Price our rent fairly to correspond with the size of the property. |
| 110 | Disabled parking outside my house. |
| 111 | Regular maintenance. |
| 114 | Clean up the grounds that surround the block of flats and are owned by Albyn. |
| 117 | Installing solid fuel/ wood burning stove. Being all electric I feel very vulnerable during hard winters when power cuts are frequent. |
| 121 | New kitchen would be nice. Clean the roofs of moss. Keep the external woodwork (doors and windows) in good order. |
| 122 | Making sure that outside maintenance is kept to a good standard. |
| 123 | Upgrade kitchens and bathrooms. |
| 124 | I think the quality of my home is excellent. Gas central heating is brilliant. |
| 128 | Kitchen is badly designed. Not enough cupboards and don't need two radiators in the kitchen. Takes up too much room. |
| 130 | Shower. |
| 133 | Improve the garden, repair the paths and either extend the area for the rubbish bins or replace the green/ blue wheelie bins with large industrial size bins, which could be made to fit the existing area. Improve the heating system as it costs a fortune to run. |
| 134 | Painting! Which I am fully prepared if necessary, to pay for myself. If the job was done "in house" the clerk of works would see a higher standard rather than private contractor. Overhaul of electrics, enabling me to purchase a new cooker, washing machine and if space a microwave. |
| 135 | Home is perfect, could do with a shed or garage area. |
| 136 | Fit new shower and sink as they are in bad condition from previous tenant. Remove tiled floor in lounge as it causes the house to be very cold. Fix new kitchen cupboards as old ones are in a poor state from the previous tenant. |
| 137 | Double glazing and new doors. Front door could be kicked in easily, not a security door which is essential in this day and age. |
| 138 | Windows could do with replacing. |
| 140 | Improvements to windows. These were replaced, but still letting in draughts and recently a water leak. |
| 142 | A lot more storage. |
| 143 | I would like the damp and mould removed as this is an unhealthy environment to live in and could cause me to become unwell. I would also like my patio door replaced as it is broken and all the |

| | |
|-----|---|
| | coldness from outside blows in. |
| 144 | Change our heating system. |
| 146 | Consider more carefully who they are renting properties to. Sick of Police at my door constantly questioning me about disturbances and drugs in our street. |
| 147 | Due to the lack of storage areas, a partially floored attic (and lighting) would be wonderful. Although I don't expect that to happen unfortunately. Steps leading to my front door would also be wonderful as the steep path/ driveway is very dangerous during winter months. |
| 152 | The damp problem and security for bicycles. |
| 153 | Research properly why we have such a bad damp problem. Been sorted 4 times but still a major problem. It is affecting my health. |
| 156 | Put in designated parking spots. |
| 157 | New windows and doors in all the Albyn housing. |
| 159 | Making sure all the snagging work is finished properly. |
| 163 | Fences would stop it all, especially the bikes. |
| 167 | Return the gardens which have very poor quality soil, dead grass and no depth of soil. |
| 169 | A fence for privacy and security. Albyn will not pay for this, even though badgers cross our gardens. Fences not adequate. |
| 173 | I am hoping for an exchange to Inverness to be near my mum, daughter and son as I have nobody here (friends included). But while I do live here a fitted shower would definitely help with my disabilities. |
| 176 | More storage space. |
| 178 | Making sure the outside of the property is kept clean (painted walls or doors). The customer services are 100% positive to any repairs that I need reported and you do sort it out very quickly indeed. |
| 181 | Stop using air source heating. This system in my opinion is less efficient even than storage heaters. It's a poor system, little better after upgrade. |
| 183 | Would prefer to have a shower in my bathroom it's difficult when I've got a sore back, leaving me to lean over a very low sink to wash my hair. |
| 185 | Put in new windows. I have been here 23 years and the windows are done. |
| 188 | Get me a move to Inverness in a 2 bedroom house. |
| 189 | You should check with the tenants out here please. |
| 190 | Remove gravel from my garden. |
| 192 | More insulation in the loft. Don't think it's up to standard after 17 years. |
| 194 | Completely satisfied with my house, no improvement can be made. |
| 195 | Personally, interior door replacement would be nice. |
| 197 | Door could be better quality wood. A car space would be convenient. More useful placing of plug sockets and aerial points in bedrooms. |
| 199 | Put showers in (as baths not used by most families) in some of the houses the stairwell loses a lot of heat due to height. Also cost of getting it decorated as painter need ladders etc. |
| 200 | Replace out dated storage heating as there are better and cheaper to run systems. |
| 201 | Modernise the heating system, still very expensive to run storage heaters. No loft insulation and failure to modernise kitchen. |
| 203 | So far nothing. |
| 205 | As it is a level entry house for a disabled person, the fitting of lever taps would have been an obvious. Inexpensive aid and grab rails in the shower. |
| 211 | More paving in front at patio door and finishing around grass. |
| 213 | Perhaps a regular (6 monthly) health check on property. |

| | |
|-----|--|
| 214 | New windows and doors. |
| 217 | Install a frost guard device in the attic. Ask contractors to make appointments before calling. |
| 218 | As the majority of householders in the scheme that I live in are elderly or a female on their own. At night if someone comes to the door apart from asking whose there, I think a lot of people would find a peephole would give them that extra bit of security. There are no safety chains either. |
| 224 | Anti-social behaviour and repairs and maintenance. |
| 225 | Put in gas central heating (everyone has this now, we seem to be very behind the times here as regards heating). |
| 227 | Update heating system, present system is very expensive. |
| 229 | Clean the gutters. |
| 230 | Driveway needs paved. |
| 231 | No control over storage heating system. |
| 233 | Possibly more tenant competitions in their newsletters. Otherwise it seems to be pretty perfect. |
| 236 | Have more cupboard space in the kitchens. |
| 237 | Better sound proofing of the flats. Better material quality, after 8 years the door handles are falling off. |
| 249 | Putting in a shower. |
| 252 | Can't think of any as I am very satisfied with the quality of my home. |
| 259 | Upgrade of doors as (external doors) they have major draughts coming in. Windows are also very old and badly needing replaced. |
| 260 | Better internal finishing i.e. gaps under doors, sockets on squint. |
| 263 | Placing radiators where they don't waste a whole wall space i.e. behind doors. |
| 264 | Repair floorboards, they creak very badly. Wall behind radiator in sitting room where vent was not sealed after new heating. Have it stuffed with towels, not good! Front door to my flat needs stronger lock. Holes where units are under sink, very cold in winter. Painters spilt paint in stairwell to flats which was never cleaned. Foot prints all on floor with varnish, looks like somebody has been sick, disgusting. Has been like this for 2 years. I received a letter on 10/01/2014 to say a surveyor would be calling within 12 weeks to view inside my house to look at all elements of my home as part of SHQS but nobody has called. The firm (David Adamson and Partners Ltd) has probably charged you. |
| 266 | Give me a new home. |
| 270 | Take the electric meter out of the wardrobe. An electric meter should not be in a wardrobe. It is also not boxed in. |
| 272 | Change heating system. |
| 273 | New central heating boiler (head of maintenance is aware, ongoing). |
| 275 | When commissioning single occupancy houses/ flats in the future, it would be good if Albyn architects and builders kept in mind that single people tend to be of average size. Have possessions as well as family and friends so just a little more room would be desirable. A shoebox is preferable to a matchbox. |
| 277 | Heating and hot water systems. |
| 278 | Upgrades required on ancient, obsolete heating system. General appearance of estate needs a "face lift". |
| 280 | We have frequent visits from our grandchildren and some form of traffic calming would be good. |
| 281 | Painting exterior to a high standard. Repair lights when requested as this has not been done. |
| 283 | Upgrade heating. |
| 284 | Modernise it with showers and new windows. Take care of exterior of the building as it's dirty and gross. Home visits to discuss any issues with home to see what we are talking about. |

| | |
|-----|--|
| 286 | New double glazing!!! (Stop noise from pub customers.) |
| 287 | Bathroom ventilator, in certain weather conditions (stormy, windy) considerable intake of cold air negating benefit of central heating. |
| 288 | Regular plumber checking pipes yearly. |
| 289 | Update heating systems. Speak to me about getting a shower fitted, whether they could fit one or if I could get someone myself. It would be a big saving on the hot water. |
| 290 | Gas underfloor heating is very unsatisfactory. |
| 292 | Still disappointed at the lack of cupboard space. |
| 294 | Separate kitchen, also a garden would be nice. |
| 298 | Give me private garden space. |
| 300 | Inspect it more often. |
| 312 | Higher fencing in garden for safety and privacy. |
| 315 | Remove heating system and provide us with something cheap to run. |
| 316 | Check electric points as they check the gas boiler. |
| 317 | Repaint and re-floor hall. |
| 318 | New windows and doors (the draught is unreal) and to find a way to stop the damp and mould. The last time I got Albyn out to look at damp in the kitchen they did nothing, they didn't even paint over it. Yet they keep putting our rent up every year. |
| 319 | Get rid of dampness properly. |
| 321 | Change the bedroom panel heaters to storage heaters and put small storage heater in the bathroom too. |
| 322 | Keep listening to tenants. |
| 325 | Deal better with dampness to prevent it for good. Mine has been fixed but I've been told it will probably come back. |
| 326 | To make sure when tenants complain about something needing done, listen to tenants and do something about it before the problem gets worse. 3 years is too long to delay work. |
| 328 | More respect for their customers and listen to them too. |
| 329 | Sound proofing, I can hear my neighbour's doorbell. |
| 332 | I would like handrails and a walk in shower as I'm not steady on my feet. |
| 333 | Put a meter in for our heating so we know what we are burning. The meter was promised to us. |
| 334 | The boiler needs to be replaced. The whole block has been complaining as in the winter they're breaking down too often now. |
| 336 | More storage space cupboards. |
| 338 | Replace the old storage heaters with a new system which would be more economical. |
| 340 | Windows are very cold, not sure what they could do though. |
| 341 | Walk in shower as I have trouble getting into the bath. |
| 342 | Upgrade the central heating. |
| 345 | Give me an extra bedroom. |
| 347 | If they could tile the kitchens and have lino for the bathroom floors. |
| 348 | Upgrade bathrooms and windows. |
| 351 | Renew heating systems. There are always problems with it. That's the only thing. |
| 353 | Extension. |
| 354 | Upgrade in kitchen, more cupboard space. |
| 355 | Walk in shower. |
| 357 | Install a double shower to aid my disabled daughter. |

| | |
|-----|--|
| 363 | More storage, no floor in loft. |
| 364 | They could take away the wasp nest in the attic. It's the size of a microwave and I'm afraid to go in there. They've said leave it until the summer to see if it's "live". |
| 365 | Do more to get rid of mice in the loft. |
| 366 | Communicate better. |
| 368 | More storage space. |
| 369 | To put a back door in the home. |
| 370 | Draught proof, new windows and doors. There's no insulation. |
| 371 | Move the clothes dryer. It's very public as if just put in any available space. As these are disabled houses and the walk from the back bin area is very steep with a big bin. It would be easier if bin men collected bins from there. |
| 372 | Adding adaptation to bath to help me get in and out of it. |
| 373 | A seat in my shower as I get a bit shaky with the steam now that I'm getting on. |
| 374 | They have said they would be renewing the kitchen but that was over a year ago. We are still living with the old kitchen. |
| 377 | I have dampness in my loft which hasn't been properly sorted out. |
| 378 | Drainage at front garden. |
| 380 | To upgrade the water tank. The hot water is not very hot and has been this way for a number of years, even after repair. |
| 383 | Provide more maintenance as the weather and elements seriously impact the quality of the houses. A paint job every 4 years does not provide adequate maintenance. The insulation was missing upon move-in, have been in contact to replace this. The inspection that was carried out before my move in was not completed correctly or this insulation issue would have been rectified. |
| 388 | A new kitchen. |
| 389 | The heating is expensive. Maybe the heating could be improved. |
| 391 | My door doesn't close properly and I have a bit of dampness. |
| 394 | Do something with windows. They're old sash windows and they've dried out and are crumbling, the weights are broken too. |
| 395 | Ceilings are not of the best quality. Not the best finish. |
| 396 | Secure the car park. Provide a children's play area as there are lots of children on our block and they do not have a safe place to play. |
| 397 | Ensure that properties are in good condition before moving tenants into them. |
| 398 | To install a shower. I have been asking for the past 2 years for one and have provided medical evidence of my need for a shower, however nothing has been done. |
| 399 | Improve the heating system. Need a new boiler and there's no extractor fan. |
| 401 | They should look at people's individual needs. Not just a case of giving them a house and telling them to get on with it. |
| 403 | Interior fabrics like carpets etc. All need to be replaced. |
| 404 | New doors and windows. |
| 410 | Make sure work is carried out correctly first time. Improve draughts. |
| 412 | Fix the doors and skirting boards. |
| 417 | Find out the cause of the worm problem. |
| 421 | The heating could be updated as it's very expensive to run. |
| 422 | Better heating system which isn't as expensive. |
| 423 | Need an outside light at front door. |
| 425 | Put more kitchen cupboard or general cupboard space in. |

| | |
|-----|--|
| 426 | Come out on a regular basis to assess the property to see what needs to be done. |
| 428 | Wood burner would save on electricity. |
| 429 | Issues with doors, minor repairs need to be carried out. |
| 430 | There are too many doors. Take some doors out but other than that I am happy with the quality of my flat. |
| 432 | Dealing with the damp issues. |
| 433 | The bathroom needs to be done up. |
| 435 | Add a socket in our hall as we don't have one. |
| 438 | More cupboard space but apart from that, nothing. |
| 439 | Listen to complaints and act on them. Don't build houses in "rough" areas. |
| 440 | New windows needed. |
| 441 | The heating system needs to be improved. It's an extortionate price so needs to be replaced. |
| 449 | New windows. |
| 450 | After works carried out. I was given a voucher to re-decorate but I can't wallpaper. I feel if they could provide someone who could do the decorating for us and we just give them the money. |
| 451 | I need help with my garden because I have arthritis. |
| 452 | I could do with some help with the garden because I have problems with my health. |
| 454 | Adjust my washing line. I think outside taps should be fitted due to having to complete our own gardening. To allow people to own chickens for cost effectiveness. |
| 455 | Roof cleaning. This would seriously improve my daily life. There is quite a lot of moss that has grown and it attracts seagulls, falls in my garden and I have to clean it up often. The moss is attracting seagulls, does not make cleaning up the rubbish easy either. |
| 457 | New double glazed windows or upgrade windows. Replace slates and renew electrics. |
| 460 | The windows need an upgrade. The weather is causing hassle with old windows. They were painted but they need to be upgraded. |
| 461 | Upgrade the windows and get rid of the nuisance neighbour. |
| 464 | Repair fan in kitchen. |
| 465 | Do something with the eaves to stop dampness. I think they might be letting in damp. They've looked at it a few times but it doesn't seem to get resolved. |
| 466 | Sort out dampness issues. |
| 467 | Better inspections before tenants move in. This would make for more timely move in and less repair requests after move in. |
| 469 | Better inspections before tenants move in. When I moved in I needed electric and plumbing work done. The windows were rotting, they could be upgraded. The switches needed fixed also. I think previous tenants had been messing about with them. |
| 470 | Upgrading the doors to make them fire safe i.e. take the glass out at the top of doors. |
| 476 | Renew front door. |
| 481 | Better heating systems. |
| 483 | My home is very cold. I can only afford to heat my living room and I still sit with my jacket on. |
| 484 | They already have improved my home to my satisfaction. |
| 485 | A garage and a bigger garden would be nice. |
| 486 | Do something with internal structure as there are cracks in some walls. |
| 487 | Get the close cleaned as I haven't been well and don't want to leave my house. |
| 488 | When they contract work out such as new windows and boilers, they shouldn't always go with the cheapest option. Should think long term. |
| 490 | They could move me when requested. |

| | |
|-----|--|
| 492 | New heating systems. Get rid of storage heaters. |
| 495 | Install new heating system and new windows. |
| 497 | New windows and fresh paint. |
| 500 | The house used to belong to a disabled person and I'd rather have a bath than the shower they put in for him. |
| 502 | I have ongoing issue with external door, water leaks in. They said they might change the door but they never got back to me. |
| 503 | New heating system. Put showers in bathrooms. Totally new windows. New front doors. |
| 505 | TV aerial socket in bedroom. |
| 506 | More economic storage heaters. Heating costs a bomb! |
| 508 | Updating windows and doors. |
| 509 | Have trust in their tenants to spend money and repair their home for improvement. |
| 510 | Fix dampness. |
| 511 | New windows. |
| 512 | Help with repairs when needed. |
| 513 | Insulation would be good. |
| 514 | Insulation to keep the heat in. |
| 515 | Heating, new more efficient heaters. |
| 521 | Fix repairs. |
| 522 | Insulate homes and replace front garden fencing. |
| 524 | Spoken to occupational therapy and they said I should have several adaptations carried out in my house. I've not heard anything back yet. |
| 529 | Upgrade or replacement of windows. |
| 533 | More insulation as I'm on the end house and lose a lot of heat through the walls. |
| 535 | To put shutters up would be a good idea. |
| 540 | New windows. |
| 541 | Soundproofing as I can hear everything that's going on next door so I can't escape it. |
| 545 | Insulation. |
| 546 | Better noise insulation. |
| 548 | There's nothing I can think of. |
| 549 | Outside storage e.g. shed for bikes/ prams. |
| 551 | Put up boundary fences. |
| 552 | Bedrooms are too small and there's not a lot of storage space. |
| 558 | I'd prefer better heating. |
| 559 | Drainage in garden, lot of water lying. |
| 560 | Better windows. |
| 561 | Fencing of our block to prevent coming out of our doors to dog fouling. |
| 563 | Replace windows and draught proofing. |
| 568 | My understanding from talking with both other residents and more importantly people familiar with different systems, is that there are more efficient and cost effective ways of providing electric heating of both space and water. |
| 569 | Handbook stated on moving that kitchen/ bathroom be updated every 5 years. Been nearly 6 years and had no updates or improvements inside home. |
| 571 | The doors inside the house could be updated, especially the heavy 'fire' doors. Fencing would be nice for gardens. |

| | |
|-----|--|
| 573 | Modernisation. I'm only satisfied with my home because I had to make changes to the way I wanted to. |
| 575 | Bigger bedrooms. |
| 576 | Additional storage. My back garden is like a swamp. |
| 580 | Walk-in shower would help me. |
| 583 | Change the radiators. |
| 586 | It's ok. |
| 588 | They have done it all. New radiators and water tank installed. If they fitted a shower would be better. |
| 589 | Spray the place to get rid of fleas. |
| 591 | Put in gas central heating and take away storage heaters. |
| 599 | More cupboard space. |
| 600 | Update the heating systems. |
| 602 | I have an old boiler which is difficult to start up. A new one would be better. |
| 603 | New heating system. |
| 604 | Layout of the home could be better but that cannot be changed. |
| 606 | Inspection for energy never happened. Heating and insulation should be considered for all tenants. Improvements to these are needed. |
| 609 | Better insulation in house and more plug sockets. |
| 611 | Grass cutting. |
| 612 | Position. |
| 616 | Better heating system. |
| 617 | Car park needs more spaces. There is not enough. |
| 618 | Change the 'wet electric' heating system which costs £1.68 per hour to run. Very important and not used as it's far too costly. |
| 619 | A heating system that works properly. |
| 622 | I am a pensioner and live alone. I suffer from osteoarthritis and decorating is extremely difficult. I am quite prepared to purchase the emulsion but my entrance hall could do with freshened up. |
| 629 | New front door and listen to my complaints more. |
| 630 | Walls are very thin. |
| 631 | Fence painted as was replaced when it blew down but still needs painted. |
| 632 | Kitchen needs to be replaced, old units. Doors need to be replaced and dampness. Windows need to be replaced as dampness. |
| 635 | The heaters are faulty. They need new heaters in these houses. |
| 636 | Personal disabled parking space or garage near my house because of mobility and health problems. |
| 637 | Heating costs too much, need something better. |
| 639 | Attend to the problem with my roof. |
| 644 | Look into alternate heating, solar etc. Ours is electric and we are prone to power cuts. |
| 647 | Needs to be updated. I mean everything. |
| 648 | Listen to tenants views and act on any issues that arise. |
| 650 | Deal with the dampness and carry out repairs from previous tenant issues before putting new tenants in. |
| 651 | Dampness showing on outside of property so high chance inside will be affected. |
| 653 | Improve insulation, walls are being mould damaged. |
| 655 | I have problems with my hands because of arthritis and I'm in my 80s and I don't qualify for grass cutting service. It would be helpful to get this done. |

| | |
|-----|--|
| 656 | Put in new windows. Reskin every wall. Replace floorboards. |
| 660 | The upkeep of our wooden slates on our houses as the paint is peeling off. |
| 662 | We are already in place to get new doors so that should help. |
| 663 | Take them down and rebuild. The dampness is so bad and it's been a problem for 20 years. |
| 668 | New kitchen and new boiler. Take the moss off the roof too. |
| 669 | We could do with new boilers as they break down once a year. |
| 673 | A new heating system as there is a lack of insulation in the walls. |
| 674 | Repair windows, dampness. |
| 676 | These houses have been built for 40 years so it would be good idea for Albyn to come out and check on things to see what has to be done. |
| 680 | We need new double glazing. |
| 681 | New windows. |
| 683 | New windows are needed. |
| 684 | Drainage in the back garden. It floods a lot. |
| 689 | Extra insulation and solar power to make it more environmentally friendly and energy saving. |
| 691 | Wet room! Carer has problems getting me in and out of the bath. Washing line, I am incontinent and need lots of washing done. |
| 692 | Put some thought into changing the horrible stones on my pathway. They trail into my house. |
| 694 | Put in new windows. |
| 697 | Loft has not got great insulation. |
| 698 | The window sills need done. |
| 699 | New shower. |
| 700 | Provide an outside tap and separate kitchen from living room. |
| 701 | I need a shower but I was told I can't get one as I'm on the top floor. |
| 703 | Fix the bedroom window. It has fog between the double glazing. Do something with the moss on the roof. It's really bad and is falling off. I think the gutters are choked too. |
| 708 | Re-do driveway. |
| 709 | Put in shower and extra storage in kitchen. |
| 711 | Dampness is bad here. I would like that to be sorted out. |
| 714 | Stop using cheap materials to save money, this is looking after the pennies and forgetting about the pounds. |
| 715 | Some private garden space. |
| 716 | Internal features i.e. more power sockets, better internal doors, floorboards creaking and internal bedroom storage not good. |
| 719 | Work is being carried out at the moment on the flood prevention and they have taken down the perimeter fencing. I have a clear view of the river, I don't see the point of putting it back up. |
| 720 | Quality of the home is quite good. I believe it would be nicer if the area was grassed rather than stones. Also more washing lines, possibly on the other side of flats so that it is more evenly distributed between tenants. |
| 723 | New bathroom and kitchen. Not enough cupboard in kitchen needs updated as its old cupboards. |
| 724 | I have sever damp on my ceilings, I need my loft insulated and waiting for when this can be done. My daughter being asthmatic it is very important. |
| 725 | Sort repairs faster before it falls down!! |
| 727 | To make sure there are dog poo bins signs and proper penalties in place for fouling around the maintained areas. Outside taps in place for garden use. Full size fences between back gardens for privacy. |

| | |
|-----|---|
| 728 | Sound proofing. |
| 729 | Better quality of finishing's and sorting out the plumbing/ drainage issues. |
| 730 | More economical heating. |
| 731 | New windows, outside and inside doors. New heating. |
| 732 | Renew the storage heating system. |
| 734 | Completely change heating system because it's so unaffordable. I dread winter time/ cold weather, it's unbearable. |
| 735 | Make them more eco-friendly to save energy and money. |
| 736 | The house needs a new roof. |
| 737 | Widen my front door as it is very narrow for bringing in furniture. |
| 739 | Employ contractors that do a decent job. |
| 741 | A new home which is larger than our current one, we have been requesting one for 7 years. |
| 742 | Although heating is used in all areas and rooms are kept ventilated where possible, there is a problem with condensation throughout the house. This in turn causes black mould on window ledges and in cupboards. Spoils an otherwise lovely home. |
| 743 | Kitchens could be updated. |
| 744 | Regular internal and external inspections. |
| 747 | Replace gas system. |
| 748 | For us more power points in lounge. New kitchen and bathroom. |
| 749 | Maintain property in a reasonable and active time frame. |
| 750 | Cavity wall insulation and new windows. |
| 751 | Wider driveway as I have to park my car as close to the wall as possible because the neighbours who share the drive have children coming out of their back gate with scooters and bikes, which have in the past scratched my car due to driveways being too narrow. |
| 753 | I desperately need new heating. Current heating is expensive and doesn't even keep the house warm. In very cold weather my heating seldom rose above 15 degrees. |
| 754 | Replace doors and garden fences which is basically wire. Repair/ replace roof tiles which are noisy and unsafe during high winds. |
| 756 | Proper inspections carried out before tenants take over tenancies i.e. draughty windows, leaking pipes improperly positioned radiators and adequate power sockets. |
| 757 | New bathroom suite and updated kitchens. |
| 761 | Replace all the internal doors, bathroom needs upgrading with installation of a shower. |
| 762 | My kitchen is falling apart so a new one would be lovely. |
| 763 | Sort the dampness, do something about soundproofing if at all possible. |
| 764 | Get people in do the weeding, keeping of gardens and cleaning of communal stairs. |
| 766 | Rent assistance when people are first starting out. |
| 768 | Replace windows that are damaged with mould. |
| 769 | New bathroom with a shower and new kitchen. Been here 15 years. |
| 770 | Replace the boilers with combi-boilers. New internal doors. |
| 774 | Send out regular surveys/ info on heating your home economically especially with fuel prices. Draughty windows and no heating in the kitchens. |
| 775 | New front fences. |
| 776 | Change heating system. |
| 778 | Be more considerate in their views of a tenant's satisfaction with their home. It may not pose a health risk but it should still be addressed. |

| | |
|-----|--|
| 780 | Rearrange kitchen to accommodate our disabled child/ adult to eat with us and not to exclude her. |
| 781 | New windows. There are holes in most of them from previous tenant. |
| 783 | More economical heating systems. |
| 785 | Front of house needs a porch with door turned through 90 degrees to prevent water ingress in inclement weather. Fitting of chimney flue and hearth in case of power cuts. Help with communal TV reception. |
| 786 | Street lighting. |
| 789 | Make sure things are fixed when complaint is first made. Also listen to customer requests. |
| 790 | Windows, interior doors and facings/ skirting's. |
| 793 | Check into the damp situation of the house. Otherwise everything else is good. |
| 795 | New windows and decent heating. |
| 796 | Update with new windows (including window frames, double glazing etc.) Update kitchen (worktops, sink/ taps, tiling). |
| 797 | Check our windows. Possibly a new bathroom with a shower. Look at the heating system, unsure as have total heating total control and don't know if can change heating provider. |
| 798 | I have been in the property for 9 years and think that basic maintenance like re-varnishing the doors, re-sealing the windows. Basic stuff like that. |
| 800 | Change windows. |
| 803 | Stop using storage heaters should be using stoves back boilers and under floor heating systems and solar/ silica panels. |
| 804 | It would be wonderful to have a shower in the bathroom rather than a bath as this would be much easier for an elderly person to manage. |
| 810 | Help with the price of solar panels for heating home. Also help if we need to buy/ build a shed. |
| 811 | Options to update the bathrooms. Showers to be fitted as a standard to the home. |
| 812 | I think the Albyn should get tradesman or women that are up to doing the work in the houses to a high standard. Not the workmanship we have been getting, which sometimes need to come back to redo it. |
| 813 | Boilers need replaced. |
| 815 | Sound proofing is disgraceful. |
| 816 | I could really do with a bigger property in the same area but at this same time that it is a big ask in today's climate. |
| 817 | Repair all the damages. |
| 822 | Additional sockets in my kitchen and bedrooms would be helpful. |
| 831 | Change the kitchen doors. |
| 834 | I would like my floor to be fixed. It's too noisy and very annoying. |
| 840 | New windows. |
| 845 | Put up panels between gardens for privacy. |
| 847 | External lights above front and back door. |
| 850 | Windows and dampness. |
| 852 | Do things to your property for example repairs more quickly. |
| 853 | Carry out repair work needing done. |
| 854 | New boiler needed. |
| 855 | Better heating system. Storage heaters not good and too expensive to run. |
| 859 | Improve the heating. |
| 861 | Do something about the windows and this heating system. |

| | |
|-----|--|
| 863 | Fix the kitchen ceiling, ongoing problem for months with water coming in. Put a shower in for my daughter, she needs this due to health problems. |
| 866 | New bathroom and new internal doors. |
| 867 | Remove all the mould. |
| 870 | The heating system is not very good as it's too costly. It's always a big bill. |
| 872 | New windows and sort out my dampness. |
| 874 | They could give me more help with the garden. Previous tenant left it a mess and it's cost me nearly £2000.00 to get up to scratch. I've had to pave it, put up a communal fence and put grass seed down. I have a partially sighted child and I needed it to be safe for them. I've been here for about 2.5 years and I haven't even started on the front garden yet. |
| 876 | I have issues with the windows and draughts coming in most access points. I would like something done about that. |
| 877 | The main door to my flat has needed to be fixed since I moved in about 12 years ago. I'm sorry I keep forgetting to tell you but could you contact me by letter so you can get in and fix it. |
| 879 | Just general maintenance but it can only be done on evenings. |
| 881 | Internal rather than external letter boxes. They're very small and don't hold a lot. Sometimes kids take the mail out and throw it about the street. If I'm away working for any length of time then I need to arrange for someone to collect my mail before it disappears. |
| 882 | Better quality fixtures and fittings. |
| 885 | They should perhaps have offered me a home that would be more suitable for me. Everyone is not equal. That is a big problem with Albyn. |
| 886 | Only due to the fact it's nearly 200 years old and has ongoing maintenance problems. |
| 888 | Change the heating system. We can hardly afford to run it. |
| 890 | Fix the ceiling. |
| 892 | The repairs service! I feel they don't include a lot of repairs which I feel are needing done and are their responsibility. |
| 893 | Install an affordable heating system. The storage heating is outrageously expensive. |
| 894 | Grab rails to stabilise me. I'm waiting for an occupational therapist. |
| 895 | Do some maintenance and deal with the dampness issues. |
| 896 | Bigger bedroom. |
| 899 | Storage in kitchen is lacking. |
| 903 | Upgrade. |
| 905 | Sort my patio door. The person that came out to fix it says it would be a "hard" job and that a new one might be needed. The door doesn't close properly. |
| 907 | None. I'm very pleased with it. |
| 909 | New external doors. |
| 910 | A new kitchen would be good. This one is pretty old now. |
| 912 | A new kitchen with more cupboards. |
| 913 | Downstairs toilet and walk in shower would help with my health issues. We are trying to get a smaller house. |
| 914 | The heating arrangement is very expensive. Something could be done. I'm scared to put a heater on. |
| 917 | I need a new kitchen. The last people trashed it and it's never been improved or renewed. Patched up tiles look "tired". |
| 921 | Expand kitchen, new taps and enamel has come off my bath. Insulation installed in loft and fix my back door. |
| 922 | Give me a shower! |

| | |
|-----|--|
| 924 | Fixing the fence would be my first priority, as it is essential that it's fixed as soon as possible. |
| 925 | Sound proofing or move me to a quieter property due to my age and health. |
| 927 | Fixing the squeaky floorboards as it's really noisy throughout the whole house. |
| 928 | The windows were never sealed properly. It lets a draught come through. |
| 929 | A shower, never been offered. |
| 932 | Put in gas heating. |
| 934 | Change the heating system as the storage heating is very expensive. |
| 935 | We need double glazed windows. |
| 936 | New heating would be good. |
| 937 | More storage space. Bigger rooms. The sloping garden is hard going. |
| 940 | I can hear all the young ones running about above me. Not so good for people on nightshift. Not very well sound proofed floors. |
| 942 | Storage heating is poor so new central heating would improve my home. |
| 943 | Fix the broken glass front on my coal fire and also the brickwork at the back. I think it may need a whole new fire. |
| 945 | The downstairs toilet is very cold, even with the radiator on. |
| 947 | Don't use Willie Grey contractors, get new contractors. |
| 948 | Put in a shower. |
| 949 | Put a lift in flats. |
| 950 | New windows. |
| 951 | The heating is poor and the insulation, so we need better heating and insulation. |
| 952 | If they wanted to do an hours makeover, I wouldn't say no. |
| 954 | Complete all repairs. |
| 957 | A free make over would be great. |
| 958 | To put a new heating system in as storage heaters are no good. |
| 960 | Put in new windows. Do repairs sooner and don't wait until things are falling apart before doing anything. |
| 962 | More storage. |
| 963 | A shower. I only have a bath, a shower would be more economical. |
| 967 | The main problem is the lay out so nothing can be done. Storage is a big issue. The kitchen has only a few cupboards and a tiny surface area. More kitchen cupboards are needed. |
| 968 | It's just the main door. Not Albyn's fault, they fix it but then someone kicks it off the hinges again instead of using the buzzer properly. |
| 969 | Get rid of the mould. Install a new heating system. |
| 970 | They replaced the storage heaters for new ones and put a larger tank in. For a single guy it was better having the smaller tank as it took less time to heat up water. I waste a lot of hot water. |
| 972 | Spend the money on the older properties to update them like windows and so on. |
| 979 | Renew bathroom. Cracked enamel on bath and tap dripping. Maintenance needed on roof. |
| 981 | New windows. |
| 983 | Some windows don't open/ close. Floorboards are very squeaky throughout the house. |
| 984 | A slightly bigger kitchen for disabled access. |
| 985 | The house was flooded at one point and now that it's dried out there's gaps at the skirting boards and worktops. I can't decorate until these have been sorted out. |
| 986 | A different heating system. The storage heating is not a good system. It takes a day to heat up when it's cold and a day to cool down when it's hot. It's also very expensive to run. |

| | |
|------|--|
| 988 | Deal with mould issues. |
| 989 | Shower. |
| 993 | Windows are not good quality and they need to be repaired. |
| 1004 | Floorboards are too noisy, very old and need to be replaced. |
| 1005 | Heating system needs to be replaced for a different system, to get away from dry heating. |
| 1007 | Homes have dampness issues even after insulation has been installed. |
| 1008 | Better insulation. There's not much else that could be done. |
| 1011 | A walk in shower and I'm waiting for new windows. |
| 1012 | Heating system needs to be updated. |
| 1014 | The heating system is very expensive to run, its storage heaters. We need a new heating system that is cheaper to run. If you put a storage heater off it takes a long time to heat up when you switch it back on. |
| 1016 | Storage heaters are expensive. Windows need fresh paint. |
| 1018 | Focus on insulation, renewable options and such to get electricity bill as low as possible since they are hard to pay. |
| 1020 | New floorboards. |

| case | DBaline2 | Q38 |
|------|----------------|--|
| 18 | 24 High Street | If somebody moves out the code at the door has to be changed. I have reported my neighbour has moved out of number 4. He has not been there or 8 months. Hydroelectric has changed the locks and Albyn have done nothing. His stuff is still there and that flat could be someone else's by now. |
| 284 | 24 High Street | Ongoing issues with nightmare neighbour which was left unresolved. Bins in public area resulting in bins being used by non-residents, we need a closed off area for rubbish. Car park area only for residents at night is unhelpful. |
| 546 | 29 High Street | Too noisy because of anti-social behaviour. They should put up cameras. |
| 691 | 29 High Street | There's a problem with dog fouling. Make sure people get rid of furniture etc. From back garden. Some of it lies around for months and it's unsightly. |
| 354 | ALNESS | Play area for children. |
| 852 | ALNESS | Pay closer attention to what tenants are moving in. They have moved people in who have been involved with drugs. |
| 937 | ALNESS | Sort out anti-social neighbours. A sweep of the local area. Some properties are not in good shape. There's furniture, mattresses and car parts lying around gardens. Some gardens are overgrown. There's dog fouling and a particular neighbour driving far too fast in the street. |
| 1015 | ALNESS | The rubbish is bad here because of school children having access nearby. |
| 574 | ARDERSIER | They need to get rid of the gravel at the front entrances as it gets kicked about. |
| 863 | ARDERSIER | Get rid of my neighbour. |
| 1012 | ARDERSIER | You can't change it. There's good and poor everywhere, I'm just wanting to move to another area. |
| 342 | Auldearn | If they were to take charge of and put up boundary fences. |
| 345 | AULDEARN | Do more checks on people before they put them into houses. |
| 552 | AULDEARN | There's a big field here that's only used for kids playing football. They could build a play park for kids on it. |
| 554 | AULDEARN | If they could something about dog fouling and litter. |
| 841 | AULDEARN | Get the landscaping done more regularly if you're going to ask for £120 a year from us. I hear some houses don't pay for the service charge. |
| 714 | AULTBEA | Move me. |
| 59 | AVIEMORE | Replace fencing and provide a play area for the children. |
| 146 | AVIEMORE | Police telling us to keep windows and doors locked at all times (very frightening). Guys in cars with baseball bats patrolling. |
| 162 | AVIEMORE | Change the surface on the play park at Newlands Road. Unfortunately it is a cat litter tray! |
| 173 | AVIEMORE | Nothing to do with house or neighbours, just an exchange is all I'm looking for. |
| 333 | AVIEMORE | Allow us to put up small 3 foot fences to stop dog fouling on our grass. They put up signs saying no dog fouling, but dogs can't read! |
| 336 | AVIEMORE | More privacy. I have patio doors and it's just the ground at them. Kids playing just outside feel like they are almost in my living room. |
| 357 | AVIEMORE | More to prevent dog fouling. |
| 496 | AVIEMORE | Grounds maintenance could be a lot better. |
| 919 | AVIEMORE | There are a lot of parking issues. |
| 977 | AVIEMORE | Generally get a decent gardener in or a company of decent gardeners who treat the |

| | | |
|------|---------------|---|
| | | social housing and private housing the same. |
| 280 | BALLOCH | Better lighting or signing at entrance i.e. from Barnchurch Road. |
| 550 | BALLOCH | There's a big problem with dog fouling but I don't know if it's Albyn or the Council who has to deal with this. The play area is also full of rubbish and broken metal. It's very dangerous for children to play there. It needs cleaned up. |
| 178 | BEAULY | We really are very happy with our neighbourhood. |
| 181 | BEAULY | Restrictions on household pets would be an improvement e.g. my neighbour has two dogs and three cats. Unnecessary I feel within a small development. |
| 584 | BEAULY | Arrange a separate washing area for residents. |
| 720 | BEAULY | Washing lines on either ends of neighbourhood as at the moment all utilities are based in one area and are not well distributed. |
| 967 | BEAULY | It's been a building site for years now so I'm guessing that when that has finished some landscaping will be done. It's just all a bit concrete and bare. Greenery and landscaping is really needed here. It's just so depressing to look out on. There is nowhere for the kids in the block to play. |
| 555 | BONAR BRIDGE | Invest in community staff. |
| 836 | Bridge Street | Don't know really. |
| 725 | BRORA | Asking neighbours to pick up their own litter. After storms have spread rubbish from bins across the area many residents don't bother collecting their own rubbish! |
| 767 | BRORA | Pay attention to people using an allocated house for benefit purposes but not actually living in it! (E.g. living with partner elsewhere). |
| 133 | CARRBRIDGE | Improve garden paths etc. |
| 237 | CARRBRIDGE | Apart from changing the neighbours, there is little anyone can do to manage people being noisy at any time of the day. Leaving dog's faeces on communal areas and leaving rubbish on the floor. |
| 100 | CLACHNAHARRY | Make our area safer. The main doors need to be shut at all times as someone tried to break into our home one night. |
| 48 | CONON BRIDGE | Perhaps ensure gardens are kept neat and tidy. |
| 188 | CONON BRIDGE | Get neighbours to respect the area. Stop them from littering and from allowing their kids to kick footballs at my front door (very muddy). It also damages cars and also the tiles and gutters on the house. They have also damaged my fence. |
| 377 | CONON BRIDGE | They should look a bit more closely at tenants that they are moving in. |
| 378 | CONON BRIDGE | It's a nice area with many families but a young girl has moved in and is noisy at the weekend. |
| 266 | Corrie Road | More shops. |
| 517 | Corrie Road | A few issues with neighbours but you can't choose them and there's not much Albyn can do about them. |
| 652 | Corrie Road | Neighbours don't talk to each other but nothing Albyn could do. |
| 859 | Corrie Road | Play areas for children. |
| 551 | Cradlehall | Put up boundary fences. Clear up rubbish in the woodland area next to my house. Put in play area for kids. The kids play ball outside and hit the cars. |
| 590 | Cradlehall | They should better vet potential tenants and not put junkies/ criminals in with decent people. |
| 1017 | Cradlehall | Play area for children. |
| 236 | DINGWALL | Not sure what they can do, just sick of Police always on the street. |

| | | |
|-----|---------------|--|
| 271 | DINGWALL | Some child play areas so that it would prevent children digging up various green areas and occasionally destroying trees. Remind pet owners it is their responsibility to clean up after their animals. Quite a lot of small children and more likely in the future. |
| 313 | DINGWALL | Possibly stop children from playing football games in the street for their own safety. |
| 416 | DINGWALL | One neighbour in particular. Deal with the issues. |
| 417 | DINGWALL | Make it more accessible for disabled people. |
| 419 | DINGWALL | No public transport. Steep hill, difficult for wheelchair access. |
| 797 | DINGWALL | The bin area. |
| 826 | DINGWALL | They should look at people who they are letting into the flats as I feel they are letting anyone in. |
| 949 | DINGWALL | Don't have temporary furnished accommodation flats in the area. There are problems with the homeless people they put in them. |
| 568 | DORES | I would like to see a provision for residents who are pensioners, and for disabled such as myself, to keep the external areas neat and tidy. I am not physically able to cut my grass, which results in the front of my house looking neglected and untidy. I find that very embarrassing. |
| 572 | DORES | A bit of a problem with too many cats/ dogs roaming about. |
| 105 | DORNOCH | Play area for children. |
| 227 | DORNOCH | It's absolutely fine as it is. |
| 535 | DORNOCH | Neighbours have stolen things from my shed. Be careful about who you put in to live here (in Dornoch) as they can be anti-social. |
| 542 | DORNOCH | Get a few to move out! Some difficult neighbours here. Having old people beside younger people with kids is not a good idea. It doesn't work out well. |
| 635 | DORNOCH | Take the "no ball games" sign down. |
| 749 | DORNOCH | Deal with anti-social tenants in a positive manner, taking into account other complaints i.e. tenant involved. |
| 885 | DRUMNADROCHIT | This is a block of eight flats. They were built especially for people with special needs with access to the community centre. I have no special needs. |
| 389 | DYKE | Don't know. |
| 608 | DYKE | Get the difficult tenant out. It is a lovely area other than that. |
| 943 | DYKE | The street lights haven't worked for over a year. There are only 10 houses here and I think Albyn are responsible for more. |
| 412 | EVANTON | Neighbour's dogs leave mountains of poo. I've complained but nothing is done. |
| 575 | FEARN | If they dealt with anti-social behaviour. I've reported it twice and nothing has been done. |
| 26 | FORT AUGUSTUS | Deal with anti-social behaviour. Fence off private areas so you don't have the issue of intrusion in the first place which leads to confrontation. |
| 371 | FORT AUGUSTUS | Bulk uploads lie in neighbour drives for a while. My garden is boggy. There are trees in the woods behind the house that no one takes responsibility for. The leaves land in my garden and are wet and soggy. The house is for disabled people and if my parents didn't sort the garden out it would be a big issue. Parking is a serious problem. |
| 782 | FORT AUGUSTUS | Neighbours gardens. |
| 54 | FORTROSE | Inspections of the neighbourhood. |
| 307 | FORTROSE | Get rid of all the cars and vans that are broken down and take up a lot of parking spaces. |

| | | |
|-----|------------------|---|
| 733 | FORTROSE | Get rid of the anti-social tenants. |
| 746 | FORTROSE | Parking seems to be a problem as I work shifts when I come home at weekends mainly all the parking spaces are taken up and I have to park away from my bit. Could we not have locked metal posts to stop people using the parking spaces that do not live here? |
| 560 | FOYERS | Keep up to date with outside communal areas i.e. bush cutting, grass cutting and path cleaning. |
| 692 | GLENMORE | I'm next to a youth hostel and there's no signage to say that my and my neighbour's houses do not belong to the youth hostel. Four times strangers have wandered into my house while we're sitting having diner, thinking they are in the youth hostel. Our parking spaces aren't marked either and we can't get parked as spaces are used up by youth hostel visitors. I'm really concerned about strangers wandering in when my teenage daughter is alone in the house. |
| 370 | GRANTOWN-ON-SPEY | New neighbours are noisy. |
| 916 | HELMSDALE | Because of where the houses are situated the TV signal is rubbish and I can't get 4G. This forces people into getting Sky, broadband and landlines which are very expensive monthly. Another added expenditure. |
| 254 | INVERARNIE | Fail to see what they could do. |
| 50 | INVERGORDON | Make sure the gardens of the housing are kept neat and tidy. Make sure tenants are made responsible for any waste matter that needs dumping (Not just thrown out the gate and left lying). |
| 52 | INVERGORDON | I don't really have any issues for the area I live as it's reasonably quiet and the neighbours are lovely. Best move I've made. |
| 55 | INVERGORDON | Monitor tenants applying for an Albyn house. Too many alcoholics and drug addicts. |
| 61 | INVERGORDON | Clear away litter and broken glass and more help with noisy neighbours and groups of young kids (11-15 year olds) hanging around and making a nuisance of themselves. |
| 81 | INVERGORDON | Getting tenants to keep gardens tidy. |
| 97 | INVERGORDON | We have a good neighbourhood but some nice plants round the communal gardens would be nice. Someone to come round to clean the communal areas of the flats. |
| 124 | INVERGORDON | The litter lying around is sometimes a disgrace. Some of the neighbouring tenants are awful. |
| 191 | INVERGORDON | Maybe keep age groups in the same area. Also people with kids/ pets. |
| 221 | INVERGORDON | Sort out the fences. Old fences have been there since the house was built. I had to go and pay for a fence myself when it is up to them to put new fences up. |
| 239 | INVERGORDON | A little park for the children as there is nothing close to Joss Street for the kids to do. |
| 286 | INVERGORDON | Except at weekend. Noise from revellers from pubs!! |
| 385 | INVERGORDON | Make sure that tenants keep their gardens up to scratch and remove old mattresses, chairs etc. that lie outside their houses for a while. |
| 436 | INVERGORDON | They should do something about the anti-social neighbours. At least come out and see what's going on. |
| 440 | INVERGORDON | Don't put dodgy people in. They're moving the young team in and they're partying. |
| 451 | INVERGORDON | The play park has been vandalised or is just run down. It would be good if they took a look at it. |
| 458 | INVERGORDON | Deal with graffiti. |
| 465 | INVERGORDON | There's a lot of fly tipping on the outskirts of the woods at the back of my house that |

| | | |
|------|-------------|---|
| | | needs dealt with. They could clean up the play area. Broken branches, glass and dog fouling lying all over it. General dog fouling problem in the area. |
| 478 | INVERGORDON | More for children and youngsters to do. |
| 490 | INVERGORDON | The area is quite rough. |
| 499 | INVERGORDON | Drunk neighbours. |
| 510 | INVERGORDON | Fresh paint to houses. |
| 521 | INVERGORDON | Do not place drug users beside family homes. |
| 545 | INVERGORDON | Flowers and plants would make the place look nice. |
| 563 | INVERGORDON | Keep on top of people to keep gardens tidy etc. Another park. |
| 594 | INVERGORDON | Speed bumps or reduced speed limit in street. Young people with cars race up the street and there are children here. |
| 630 | INVERGORDON | Swing park, youth clubs for young people. |
| 640 | INVERGORDON | Neighbourhood watch. |
| 663 | INVERGORDON | Housing policy, they put a lot of idiots into the area and they are bad elements and cause a lot of trouble. |
| 664 | INVERGORDON | The streets need cleaned up. They're full of rubbish. |
| 716 | INVERGORDON | Stop people fly tipping, stop tenants feeding seagulls. |
| 740 | INVERGORDON | Increase the parking available, it is a disgrace not enough spaces. |
| 754 | INVERGORDON | Improve parking. Parking on grass seems to be the only option these days |
| 765 | INVERGORDON | Do regular checks on the areas and clean up some areas. |
| 766 | INVERGORDON | There are some parties that go on after 11pm and shouting and banging noises is affecting our sleep. |
| 774 | INVERGORDON | My area is very good but the Kilmuir flats area could do with a good clean up as moss everywhere, glass on all the footpaths and poor state of back yards. |
| 800 | INVERGORDON | Inform tenants that they must keep their gardens clean and tidy. |
| 843 | INVERGORDON | More parking spaces. Cars are parked on grass verges. |
| 845 | INVERGORDON | Do something about vandalism of play parks. |
| 846 | INVERGORDON | Play areas for children. |
| 848 | INVERGORDON | Play area for children. |
| 874 | INVERGORDON | Sort out the social issues. Nothing ever gets done about anti-social behaviour. |
| 960 | INVERGORDON | A warden service. We have a lot of problems with very young children who are abusive and cause vandalism. Put in a basketball court for children to play in where balls are causing problems. Be more open and considerate of existing tenants about who they are moving into the area. |
| 975 | INVERGORDON | Do something about dog fouling and wheelie bins lying around that don't belong here. |
| 992 | INVERGORDON | Be more careful of where they are putting young people with bad reputations as it can affect hard workers. |
| 1013 | INVERGORDON | Area isn't the best looking, too much rubbish lying about. |
| 9 | INVERNESS | Some landscaping would be nice. Having all the wheelie bins at your front door is hardly adding to the appearance of the estate. |
| 58 | INVERNESS | Stop putting any more drug addicts in accommodation. |
| 114 | INVERNESS | Better Policing. |
| 134 | INVERNESS | It is all out of Albyn's hands!! I have no social life whatsoever out at Culduth Park, chit chat at the bus stop is about all. Twice a week I go up to the new Asda, keeps me fit and that is about all. |

| | | |
|-----|-----------|--|
| 137 | INVERNESS | Drugs. |
| 147 | INVERNESS | More landscaping to provide some privacy but probably not practical. |
| 159 | INVERNESS | Providing easy access routes for walking and providing child friendly areas. |
| 163 | INVERNESS | I love my house and am very happy but neighbour in flat over the road leaves rubbish all over the place and lets her dog foul everywhere. I'm sick of it, will encourage rats!! |
| 164 | INVERNESS | Neighbours leave so much rubbish in gardens and generally don't care about the street's appearance. |
| 205 | INVERNESS | Provide some way of ensuring bins don't get blown over when out for collection. Wind regularly blows food waste bins away and knocks over the other ones, covering the street with rubbish. |
| 242 | INVERNESS | Better washing lines! |
| 264 | INVERNESS | Check garden areas for tidiness and fly tipping. |
| 317 | INVERNESS | Just keep it clean and tidy. |
| 318 | INVERNESS | They need to upgrade their houses and they should have installed street cameras to catch all the crime that goes on in the street. In winter we need Albyn to get out and grit the street and road. Cars can't get moved and people fall all over the place. |
| 319 | INVERNESS | Don't seem to do much with neighbour upstairs. |
| 404 | INVERNESS | More bins provided as I think people are putting rubbish into out bins at night. |
| 431 | INVERNESS | Provide more play areas for children, I feel some people moving into the area are creating an anti-social environment which brings the whole neighbourhood down. |
| 432 | INVERNESS | Making more safe areas for children to play. There are some unused grassy areas that should be converted into safe play areas for children as there is nowhere for the children to play. |
| 442 | INVERNESS | Putting a lot of alcoholics in the flats around me and a lot of young people hanging around the chemist across the road. Also there are a lot of people around in the evening and it gets quite noisy. |
| 507 | INVERNESS | Build children's play parks. Nothing for kids to do in this area. |
| 524 | INVERNESS | Move tenants at number 3. |
| 525 | INVERNESS | Keeping the bin areas clean and make sure all tenants put the appropriate bins out at the appropriate time. |
| 541 | INVERNESS | It's the most deprived area in Scotland. There's been nothing done to improve this area. It's riddled with crime. |
| 622 | INVERNESS | Very little, if anything at all. |
| 624 | INVERNESS | It is fine. |
| 633 | INVERNESS | Loud music. |
| 650 | INVERNESS | More to be done to tackle dog fouling. |
| 653 | INVERNESS | Be careful who they put into nice areas. Drug addicts etc. |
| 662 | INVERNESS | I want out of the area. Not happy with my drug dealing neighbour. |
| 670 | INVERNESS | We're on top of a hill, there's no communal spirit. No public transport and no local shop. For a disabled person who doesn't drive it's not a good place to live. |
| 671 | INVERNESS | There are no amenities in this area. No bus service and no local shop. |
| 690 | INVERNESS | My main problem is anti-social neighbours. If it wasn't for them I would be very happy living where I am. |
| 699 | INVERNESS | Ensure dogs are kept on leads. |
| 707 | INVERNESS | I don't like what some people are doing around this area. I don't let my son out to play |

| | | |
|------|-----------------|---|
| | | as I worry what he will experience. |
| 710 | INVERNESS | Lots of kids and nowhere for the kids to play safely. |
| 744 | INVERNESS | Street maintenance. |
| 756 | INVERNESS | Allocated parking rather than tenants arguing over spaces. Albyn turn a blind eye to possible parking problems where they have the houses built and do nothing during neighbour disputes over this major issue. |
| 763 | INVERNESS | Don't put older people in flats where young families are. Don't put people with behavioural problems in flats next to people without these problems. |
| 783 | INVERNESS | I think all housing societies should place tenants of the same status in the same areas i.e. working people who pay full rent, pensioners, etc. All too often, young people just starting off are housed next to people nearing the end of their working life who deserve peace and quiet, peace of mind. |
| 810 | INVERNESS | Put up signs so neighbours' dogs do not foul on public grass where my kids are playing. As it is in Albyn housing agreement to keep all dogs on leads but our neighbours don't. |
| 825 | INVERNESS | Know a bit about the neighbourhood as a lot of chaos in the street. |
| 827 | INVERNESS | It's just as it is. |
| 877 | INVERNESS | Do something about the dog fouling outside my flat. |
| 889 | INVERNESS | They were good at dealing with anti-social behaviour but I had to get Police involved and ended up moving home to get away from it. |
| 906 | INVERNESS | Get rid of noisy neighbours and drug addicts. |
| 917 | INVERNESS | Albyn tenants leave cigarette butts, beer cans and bottles on the road and the path. It looks untidy. The same people use the blue bins for ordinary rubbish and it overflows and goes everywhere. |
| 921 | INVERNESS | A general tidy up of communal service as this service has gotten worse. |
| 925 | INVERNESS | Bins left in car park, birds pulling litter everywhere and dog fouling. Poor sound proofing. |
| 926 | INVERNESS | A play area for children would be great. |
| 979 | INVERNESS | Provide more grit boxes. Improve maintenance to roofs and improve drainage. |
| 981 | INVERNESS | Sort the park out for the kids, very little areas for kids to play as it was all burned down. |
| 987 | INVERNESS | More play areas for kids. |
| 1011 | INVERNESS | Guttering all around the building needs to be cleaned regularly before it starts doing damage with water running down the house walls. |
| 962 | Kendal Crescent | Review car parking as there are issues with regard to parking. |
| 789 | Kilmore Road | Keep courtyard maintained, including bin area. |
| 167 | KILTARLITY | It's good. |
| 169 | KILTARLITY | Better communication from staff and tighter control of nuisance neighbours. Increasing amount of people/ tenants that have little respect for others and don't accept any responsibility themselves. |
| 407 | KILTARLITY | Speed bumps as I feel some cars drive through the street too fast. |
| 308 | KINCRAIG | No drug users or young people being tenants with or without dogs. |
| 425 | KINCRAIG | The ground outside is on a slope and that is causing access difficulties. |
| 430 | KINCRAIG | Only one neighbour is causing disruption and problems for myself. |
| 505 | King Street | Trees need cutting back. They're hanging over washing lines. |
| 309 | KINGUSSIE | No drug users or young people. |

| | | |
|-----|----------------|--|
| 684 | KINGUSSIE | It appears a neighbour is running his business from home. We live in a cul-de-sac and he has lots of large/ small vans as well as 2 personal vehicles parked in the street. This causes access problems for neighbours and bin lorries. |
| 985 | KINGUSSIE | Stop building houses in the field next to us. |
| 578 | KINLOCHEWE | A play park for children. There's none at all here. |
| 559 | Leachkin Road | Lighting in car park is poor. |
| 606 | LOCHINVER | Some land for community services or projects. |
| 951 | LOCHINVER | Nothing I can think of except what I said before to cut the grass better and do it more often. Tidy up the trees that have blown over. |
| 231 | Maryburgh | We have a good relationship in Manse Gardens, we look out for each other so have no complaints. |
| 203 | Milton | I don't have reason to complain of my neighbourhood. |
| 244 | Milton | Try to catchfly tippers, it lets down the village. |
| 586 | Milton | Putting decent people in as neighbours. |
| 761 | Milton | Rubbish everywhere, area looks very run down in places looking more like an inner city run down housing estate. |
| 811 | Milton | Litter cleaned up and glass. |
| 861 | Milton | My neighbours are anti-social and abusive. I can't let my children out because of them. I've told Albyn but they do nothing about them. |
| 929 | Milton | Albyn took away the baby park and now it's just a green space. Nothing for the kids. |
| 193 | Milton of Leys | Anti-social behaviour. |
| 224 | Milton of Leys | Anti-social behaviour. |
| 298 | MUIR OF ORD | Some regular Albyn presence in the housing complex. |
| 426 | MUIR OF ORD | Facilities for children. Speed bumps as traffic is too fast, a lot of people speeding. |
| 792 | MUIR OF ORD | There is nothing for the kids to do, mostly all other housing schemes in Muir of Ord have a play area, Logan Way does not. Most of us have very small gardens. A park would be a great asset. |
| 15 | NAIRN | The neighbourhood at present is very good. My worry is when new part opens traffic wise. Also could do with shops here as buses are few and inconvenient times. |
| 40 | NAIRN | Send staff round in person to check the condition of the area, landscaping, litter etc. |
| 65 | NAIRN | I think from my experience, Albyn does a really good job regarding the quality of my neighbourhood. I have a problem with mischievous children but I have to live and let live. |
| 67 | NAIRN | Sort out tenants who do not consider other tenants in flats. Put decent tenants away from tenants who do not care about other people. Also I think older tenants should not be put in flats with younger ones as I don't feel safe in my flat anymore. |
| 84 | NAIRN | A park for the kids to play in and not have to play in the roads where it's unsafe. |
| 101 | NAIRN | I think an Albyn representative should visit homes to see they are kept in good order. |
| 183 | NAIRN | Main problem with this neighbourhood is that the communal hallway in this building is always being left in a mess and sometimes outside in the residents' car park it's left in a mess which I object to. Also communal door is being left insecure recently again at times. |
| 195 | NAIRN | Have never agreed with open plan and would like front garden to be fenced off. Especially since dog fouling is a problem in my area. |
| 199 | NAIRN | Getting schools to get children to realise dropping litter spoils the area. |

| | | |
|------|---------------|--|
| 275 | NAIRN | Deal firmly and conclusively with anti-social residents. For the most part, the years that I have been an Albyn tenant have been good except for the past 3 years. Despite keeping diaries, taking photographs etc. We still endure disruptive behaviour, noise, dog fouling etc. It seems too many of us that some are held to a higher standard than others. Errors made by branches of the state, not the tenants, can lead to threats of eviction yet persistent bad behaviour from some continues. Albyn seem unable or unwilling to deal quite as firmly with such problems. |
| 486 | NAIRN | Be a bit stricter on their allocations. It used to be a more family orientated neighbourhood but now there are a lot of single people, some with problems. |
| 536 | NAIRN | Play areas for children as there are none. |
| 693 | NAIRN | There's a problem with the bins. They get over filled because people don't recycle enough. Seagulls come and rip the bags open. Dog mess is a problem as well here (at Riverside Court). |
| 709 | NAIRN | Screen the tenants before they move in. |
| 839 | NAIRN | There needs to be a zero tolerance attitude towards tenants who engage in criminal activities such as involvement in drugs, or who commit criminal damage to common parts. |
| 862 | NAIRN | A warden service to stop the youngsters vandalising the area and causing disruption. |
| 867 | NAIRN | The area is full of alcoholics and I'm a recovering alcoholic so the place is a very depressing place for me to live. |
| 871 | NAIRN | Improve the vetting of tenants they are letting in, use more common sense. I'm living next door to a drug dealer, how is that fair. There is no duty of care for their tenants when they are letting tenants like that move into a court full of families. |
| 905 | NAIRN | Help people who are housebound to get out and about more. |
| 964 | NAIRN | Wheelie bins are left out the front. I feel they shouldn't be there. The residents are too lazy to take them in. The seagulls attack the rubbish and it's everywhere and I'm fed up picking it up. I feel Albyn should have got on to them to put them in the places provided for them. |
| 99 | NETHY BRIDGE | Replant gardens as planned in the original plans after so many have died. |
| 270 | NETHY BRIDGE | Build a pavement at the main road. I have to walk on the road with my child. It is dangerous! |
| 278 | NETHY BRIDGE | We pay Council tax for individual properties and grassy areas are not well maintained. |
| 292 | NETHY BRIDGE | Don't know. |
| 110 | North Kessock | Put traffic calming on main road to estate. |
| 727 | NORTH KESSOCK | Action in place for dog owners who foul up our lovely area. Full size fences between back gardens to allow a more peaceful existence for all neighbours |
| 785 | SHIELDAIG | TV reception. |
| 259 | SMITHTON | I didn't think Albyn could really do much as I'm the only Albyn tenant in the street! |
| 597 | Smithton | Due to my health condition, the quality of neighbourhood wouldn't be relevant. |
| 90 | Station Road | The outside of the building could do with hanging baskets to improve the outlook of the building coming into Dingwall. |
| 610 | Station Road | Get pest control in to get rid of rats completely. |
| 886 | Station Road | Due to the maintenance issues resulting from the age of the property. |
| 1018 | Stoer | It is great. |
| 422 | STRATHPEFFER | Don't know. |

| | | |
|-----|----------------|---|
| 24 | TAIN | Litter. Pavement gritting. |
| 76 | TAIN | Get rid of the travellers along the road. |
| 79 | TAIN | Be able to tell private owners to keep their gardens etc. Like tenants have to do. |
| 128 | TAIN | Keep up with rubbish people leave out at the bins after decorating etc. Tell people to put their bins away after they've been emptied as they blow onto the roads and could cause an accident. |
| 197 | TAIN | Do not put children's parks directly next to a property. |
| 201 | TAIN | Keep it clean and monitor dog noise. |
| 384 | TAIN | At back of Seaforth Road there are 2 caravans parked and I think they should be removed. A car lying at Seaforth Court too belonging to the same people. |
| 399 | TAIN | Clean up the area. Make it look tidier. |
| 400 | TAIN | Tidy up the area. I live in Seaforth Road. |
| 421 | TAIN | Don't know. |
| 423 | TAIN | Need parks for kids. Need to do something about the parking too. |
| 481 | TAIN | Less cars parked on pavements. |
| 569 | TAIN | Inspect gardens. Some gardens in area look terrible, long grass etc. Public transport to area would help also. |
| 647 | TAIN | Anti-social families in adjoining streets. I don't know if they can do anything about that. |
| 730 | TAIN | More parking. |
| 914 | TAIN | Nothing probably. It's the animals here and by animals, I mean people. |
| 923 | TAIN | Have a local park. |
| 957 | TAIN | More play parks, need updating. They took the little one away and just left the sponge ground. |
| 963 | TAIN | They could get more people to start using the parking spaces instead of blocking roads/ paths. |
| 439 | Telford Street | Improve the bin space as you have informed residents you would. Do something about drunk people, people taking drugs around the area. I have found needles before and do not feel safe due to the location. It is right next to the local Aldi and people cut across the car park to get to it. |
| 902 | Telford Street | Improve and provide safe areas for children to play as there is nowhere for children to play in this area. Also improve the clean-up of the bin areas. |
| 380 | THURSO | Vary the type of tenants put into the same area. In this area there seem to be antisocial tenants, my home has been broken into a couple of times. |
| 503 | THURSO | Get rid of the island in the middle. Cars coming round are close to hitting something/ someone because of it. Parking spaces are a good alternative. |
| 626 | THURSO | It's not Albyn's remit; the Police should do more about drugs, litter etc. |
| 731 | THURSO | Dog owners picking up dogs mess. Sick of picking it up from front garden. Have dogs of my own and I pick up after them. |
| 483 | ULLAPOOL | More bins as there is a lack of them. |
| 256 | Westhill | Don't know. |
| 729 | Westhill | Ensure they are housing correct people. |
| 751 | Westhill | Keep a check on the amount of cars some neighbours have, one neighbour has 5 cars parked on their drive and on the cul-de-sac. Difficult sometimes to drive out of the cul-de-sac. |

| | | |
|-----|----------|--|
| 778 | Westhill | Try to be considerate of the social status of some tenants when housing them. |
| 903 | Westhill | Improve the annual of anti-social people in these areas. It's very intimidating going out. I can't let my children out as they are loud and drunk. |
| 70 | WICK | Keep a check on rubbish being dumped everywhere. |
| 157 | WICK | Get rid of the people that deal with drugs, Police are here every night. It's a shambles. |
| 187 | WICK | Wheelie bin access! We need something better, always rubbish lying about. |
| 450 | WICK | More vetting of tenants is needed as some of the tenants coming into these flats are bringing the area down. |
| 456 | WICK | Contractors cut the garden grass. |
| 87 | NO ID | Only 1 pet to a household. Cats and dogs everywhere, roaming the streets. |

| case | DBaline2 | Q40 |
|------|----------------|---|
| 18 | 24 High Street | I have put up with number 4 for a couple of years. I had to phone Albyn and the Police every weekend for months on end. He should have been evicted then. He was not! Why should tenants have to put up with months of no sleep and harassment from a neighbour? Albyn do nothing to help a paying, working tenant. |
| 284 | 24 High Street | There is no management, it is a shambles. |
| 546 | 29 High Street | Anti-social behaviour is not being dealt with. |
| 328 | Achintraid | They have a housing officer and you never see her. I haven't seen her around here for years. |
| 739 | ALNESS | Most of the houses in the street are privately owned/ rented. |
| 852 | ALNESS | It takes too long for them to do things. There are a lot of issues needing addressed such as the drug problem in the area. |
| 939 | ALNESS | Need to do more to keep streets tidy. School kids dropping litter and other tenants dumping bags outside and being left for long periods of time. |
| 863 | ARDERSIER | Cairn Housing vans are always in the area checking gardens and houses etc. But Albyn never come near here. You never see them. |
| 841 | AULDEARN | The landscaping could be better. |
| 146 | AVIEMORE | Never see anyone personally from Albyn to let us know why these people are being housed beside respectable people. Why should I be expected to either put up with these scum or look for alternative housing after nearly 20 years. All that I've done myself to improve my home and garden area? |
| 357 | AVIEMORE | I have had people out from Albyn to take photos of the dog mess, then they have never got back to me. |
| 496 | AVIEMORE | Again it's the ground maintenance that could be better for what we pay. |
| 972 | AVIEMORE | I don't think Albyn do anything around here. It's the people themselves that keep the place tidy etc. |
| 977 | AVIEMORE | Because of the ground maintenance being of a poor standard. |
| 550 | BALLOCH | This was a retirement court with a few bungalows, then the Council built houses across from us. The people they move in have issues like alcohol problems and asbos. Some have been evicted from previous houses. They have causes a lot of problems for residents here. |
| 967 | BEAULY | It's been a building site for years now so I'm guessing that when that has finished some landscaping will be done. It's just all a bit concrete and bare. Greenery and landscaping is really needed here. It's just so depressing to look out on. There is nowhere for the kids on the block to play. |
| 237 | CARRBRIDGE | Recently had a complaint about a resident but as he was not a tenant there was little Albyn could do. We had 6 months of worry and ongoing troubles, now he is in jail for 6 months. |
| 100 | CLACHNAHARRY | It's just such an unsafe place to live especially when you have a 2 year old! |
| 188 | CONON BRIDGE | Well the clowns are still taking the micky. |
| 813 | CONON BRIDGE | There was never any need for intervention that I know of, so can't comment. |
| 551 | Cradlehall | They should put up boundary fences and get rubbish cleared up. |
| 590 | Cradlehall | They don't deal with anti-social behaviour. |
| 416 | DINGWALL | Not dealt with the issue. Not taking my complaints seriously. |
| 535 | DORNOCH | Landscaping needs to be done. My grass is needing cut. |
| 885 | DRUMNADROCHIT | This is a block of eight flats. They were built especially for people with special needs with access to the community centre. I have no special needs. They could have offered me a house. English people can move into houses. I am a highland person. |
| 608 | DYKE | I have complained about one particularly difficult neighbour and nothing has been done about this. This resident urinates in public areas and takes things from people's gardens. I would like to inform about the progress of complaints about |

| | | |
|-----|-------------|--|
| | | this tenant. |
| 628 | EVANTON | I put a complaint in about neighbours. I got no follow up and they ended up moving neighbours to a newer house even though they were the problem. A bit unfair. |
| 54 | FORTROSE | There is anti-social behaviour from young children. |
| 55 | INVERGORDON | No longer check gardens, some are a disgrace. |
| 61 | INVERGORDON | Litter and anti-social behaviour. |
| 436 | INVERGORDON | They won't do anything about anti-social neighbours. They won't even come out and have a look. |
| 468 | INVERGORDON | Better manage some of the nuisance neighbours. |
| 469 | INVERGORDON | More areas for children could be created. There is a big field and children play there but there is not a specific area for them to play. |
| 490 | INVERGORDON | The tenants are terrible, they are rough. |
| 521 | INVERGORDON | Albyn does not manage their neighbourhood properly as they put alcoholics and drug users in houses beside families with children. |
| 657 | INVERGORDON | I don't see why they build new houses, put people who have been trouble and evicted from other places into them. |
| 663 | INVERGORDON | They put bad elements into the area because no-one else wants to live here and they don't want their flats lying empty. Yet decent tenants with no issues can't get the opportunity to move out of the area. The bad elements affect decent people and we're left to deal with them. |
| 736 | INVERGORDON | They have very few properties in my neighbourhood so there is no management. |
| 754 | INVERGORDON | I'm not sure what role Albyn play in the management of neighbourhood? |
| 765 | INVERGORDON | This neighbourhood is sometimes an eye sore with people repairing cars for other people, this takes up parking areas for Albyn tenants. |
| 766 | INVERGORDON | There is not much assistance regarding the loud noises and partying that have to listen in. |
| 874 | INVERGORDON | There's a problem with neighbours on either side of me but I don't see the point is asking for something to be done about it because Albyn don't do anything. |
| 959 | INVERGORDON | I don't know what they do here. |
| 960 | INVERGORDON | They don't ever come here to check on things. No-one ever sees them. |
| 114 | INVERNESS | What management, they don't manage anything. |
| 163 | INVERNESS | Nobody ever comes round to inspect. Open areas are just dumps for rubbish and weeks everywhere, it was once lovely. What's happened? |
| 164 | INVERNESS | Certain neighbours need issued orders to tidy up their gardens. |
| 318 | INVERNESS | People complain about various issues to Albyn and rarely are the issues resolved to the tenants standards. |
| 319 | INVERNESS | Reported door in landing about 6 months ago, still the same with shattered glass in door. |
| 541 | INVERNESS | They don't react to issues the way they should. Complaints are not documented properly and nothing ever gets done to resolve issues. |
| 619 | INVERNESS | They don't cut the grass and we do not have an internet signal. |
| 744 | INVERNESS | They don't have much property in this section. |
| 756 | INVERNESS | Parking over a 2 year period was an issue, and only ended up being resolved when the Police became involved in the dispute. Happy to take the rent but not happy to solve problems between neighbours. |
| 762 | INVERNESS | In the past 3 years my 4 car tyres have been slashed over 4 times and with no CCTV cameras. The Police could do nothing I am unable to park next to my home. |
| 763 | INVERNESS | I don't see what they do in my neighbourhood. |
| 822 | INVERNESS | They don't do anything in my neighbourhood. |
| 922 | INVERNESS | The area at the back of the flats needing tidied up and the leaves removed. |

| | | |
|-----|----------------|---|
| 925 | INVERNESS | Bins left out. Dog fouling. |
| 169 | KILTARLITY | Staff at Albyn are not as professional as they could be. When a staff member visited me, I received a closed mind and person thought swearing was acceptable. I was asked if I swore myself, to which I replied "Yes of course but not to neighbours". |
| 430 | KINCRAIG | The problems have been happening for over a year with one of my neighbours and I feel Albyn could manage the situation a little better. |
| 861 | Milton | I feel Albyn do nothing. |
| 931 | Milton | Albyn could salt the downhill paths in the winter. Lots of people complain about it and it would really help the elderly. |
| 298 | MUIR OF ORD | Some regular Albyn presence in the housing complex. |
| 84 | NAIRN | Never seen management up here in the 4 years we've been here. As we all work all day. |
| 275 | NAIRN | I had been more than happy with my Albyn tenancy until recent times. Along with other tenants, I feel that our quality of life has been adversely affected by one tenant's continued anti-social behaviour. At times, it has felt as if we have to "make allowances" for the bad behaviour. |
| 709 | NAIRN | They don't do anything to help with problem, neighbours and junkies in the area. |
| 839 | NAIRN | This relates to past experience of tenants who have engaged in antisocial behaviour, specifically those who commit criminal damage to common parts (as per previous statement) or who disrupt other tenant's welfare through loud music/ disturbances during night time hours. |
| 871 | NAIRN | Improve the vetting of tenants. Use more common sense when they are letting flats out to drug dealers and drug users. Think more about their duty of care for the tenants they are moving these people next to. |
| 964 | NAIRN | The bins are making the area look a mess with all the rubbish here. |
| 270 | NETHY BRIDGE | Albyn have left me to suffer from constant anti-social behaviour. It is torture. |
| 278 | NETHY BRIDGE | Upgrades required on ancient, obsolete heating system. General appearance of estate needs a "face lift". We pay Council tax for individual properties and grassy areas are not well maintained. |
| 600 | NETHY BRIDGE | I don't think they manage it very well. They don't do anything, other than cut the grass. |
| 727 | NORTH KESSOCK | The dog fouling is a big problem, I dread to think what it's going to smell like around here when the weather gets warmer. Every step you take there is dog dirt. It's absolutely disgusting. We should be able to walk look at the lovely surroundings not having to dodge dog poos every step of the way. |
| 910 | Rosehall | They don't do anything here! There's only 2 of us here that are Albyn houses. |
| 597 | Smithton | Health condition, the quality of Albyn's management wouldn't be relevant. |
| 201 | TAIN | Occasional anti-social noise and general cleanliness of estate. No play area for children. |
| 399 | TAIN | The drainage is bad here. The garden gets flooded so I removed the grass. Litter needs to be attended to and pathways. |
| 400 | TAIN | It needs to be tidied up. |
| 423 | TAIN | Not done regularly enough. It's untidy and rubbish can be left. I had to pay someone to take away rubbish which wasn't even mine. (At Seaforth Road) |
| 730 | TAIN | Can look dirty and not enough parking. |
| 396 | Telford Street | Albyn could manage the people drinking in the lane that leads to the local Aldi. |
| 439 | Telford Street | Every time I or any of my neighbours complain nothing is done. I do not feel as though I receive enough support for a house move/ swap. |
| 380 | THURSO | Due to the neighbours. I have been broken into a couple of times and the neighbours are often anti-social. Due to being disabled I do not feel I can deal with |

| | | |
|-----|----------|--|
| | | this by myself. |
| 503 | THURSO | Upkeep is just awful. |
| 539 | THURSO | Not to mix families with drug users or alcoholics. |
| 729 | Westhill | No checks are made. Bins are always all over the place. Cat mess and dog mess is an issue. As well as no ball games signs there should be pick up after your dog signs and the cat owners should be taking responsibility too. |
| 157 | WICK | Flat windows being smashed in every week. I wouldn't walk my dog in Battery Road, it's sometimes bad. |

Appendix 4

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

| | |
|--|--|
| Project number | P711 |
| Project name | Albyn Housing Society's 2015 Tenant Satisfaction Survey |
| Objectives of the research | The aim of the research was to seek tenants' views on the services that Albyn Housing Society provides and how well it performs these services and to help identify areas where the service can be improved. |
| Target group | Albyn tenants. |
| Target sample size | The aim was to achieve a 40% response rate. |
| Achieved sample size | A total of 1,019 responses were achieved to the survey. |
| Date of fieldwork | <ul style="list-style-type: none"> ■ The email survey was sent out on the 18th March 2015 and two reminder mailings were sent on the 25th March 2015 and the 17th April 2015. Responses to the email survey were accepted up until the 30th of April. ■ For the postal survey, the initial mailing was sent on the 23rd March 2015 and was followed by a telephone boost which was undertaken between the 13th and the 30th April 2015. |
| Sampling method | N/A – All tenants were invited to take part in the research. |
| Data collection method | The survey was undertaken utilising a hybrid email/ postal methodology with a telephone boost. |
| Response rate and definition and method of how calculated | 39% (1019 interviews from a population of 2,608 in scope for the research) |
| Any incentives? | No |
| Number of interviewers | 8 |
| Interview validation methods | 10% of each interviewer's work was validated. |
| Showcards or any other materials used? | Not applicable. Self completion/ telephone boost. |
| Weighting procedures | Not applicable |
| Estimating and imputation procedures | Not applicable |
| Reliability of findings | Data accurate overall to +/-2.4% overall. |