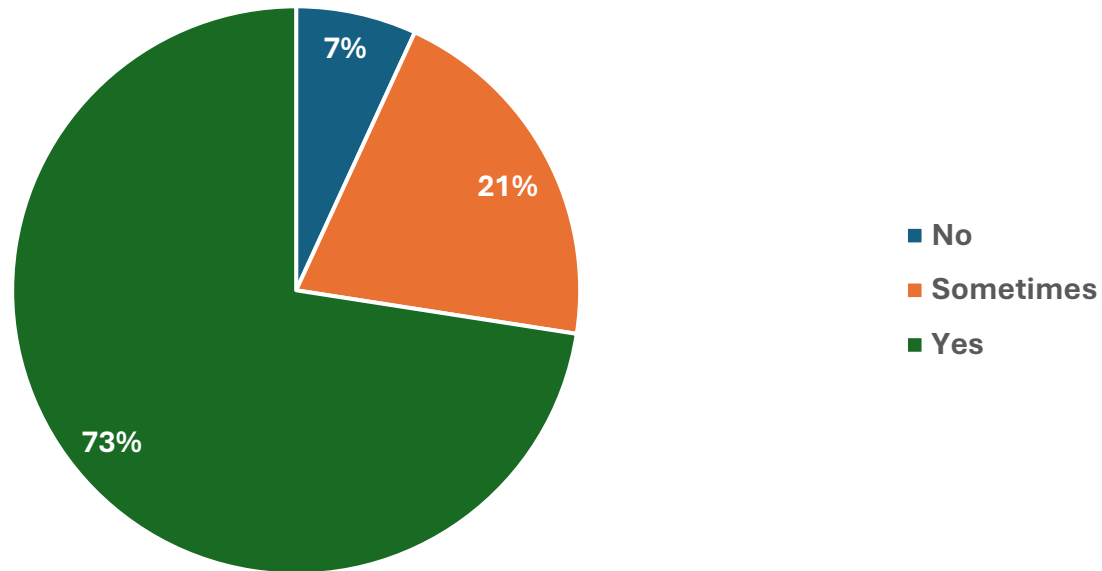


TENANT PARTICIPATION SURVEY 2024 RESULTS



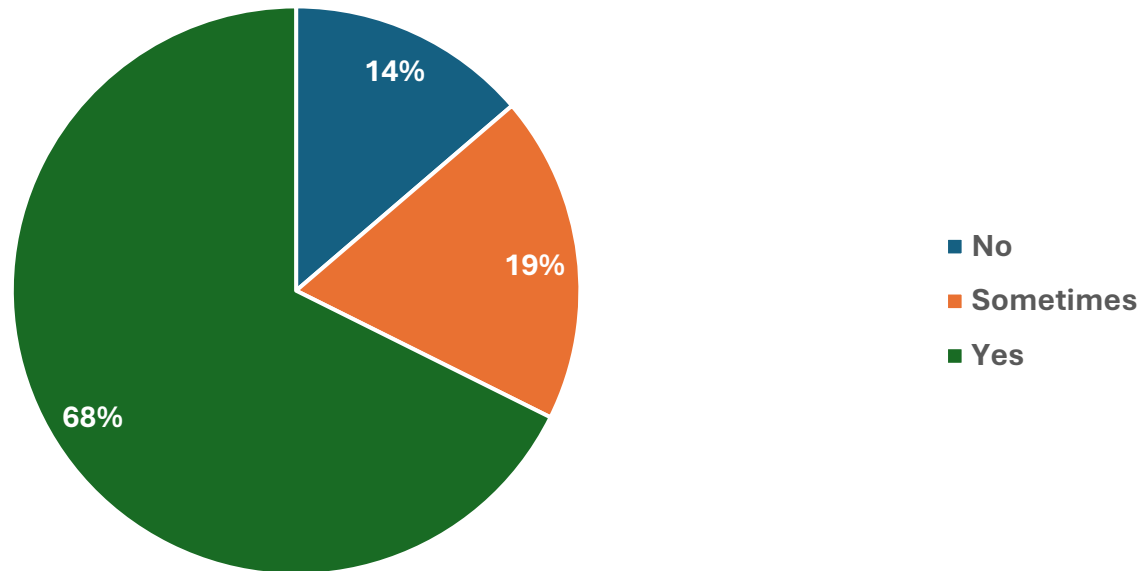
Question 1:

Do you feel Hillhead HA provide you with opportunities to have your say on issues which affect you as a tenant?



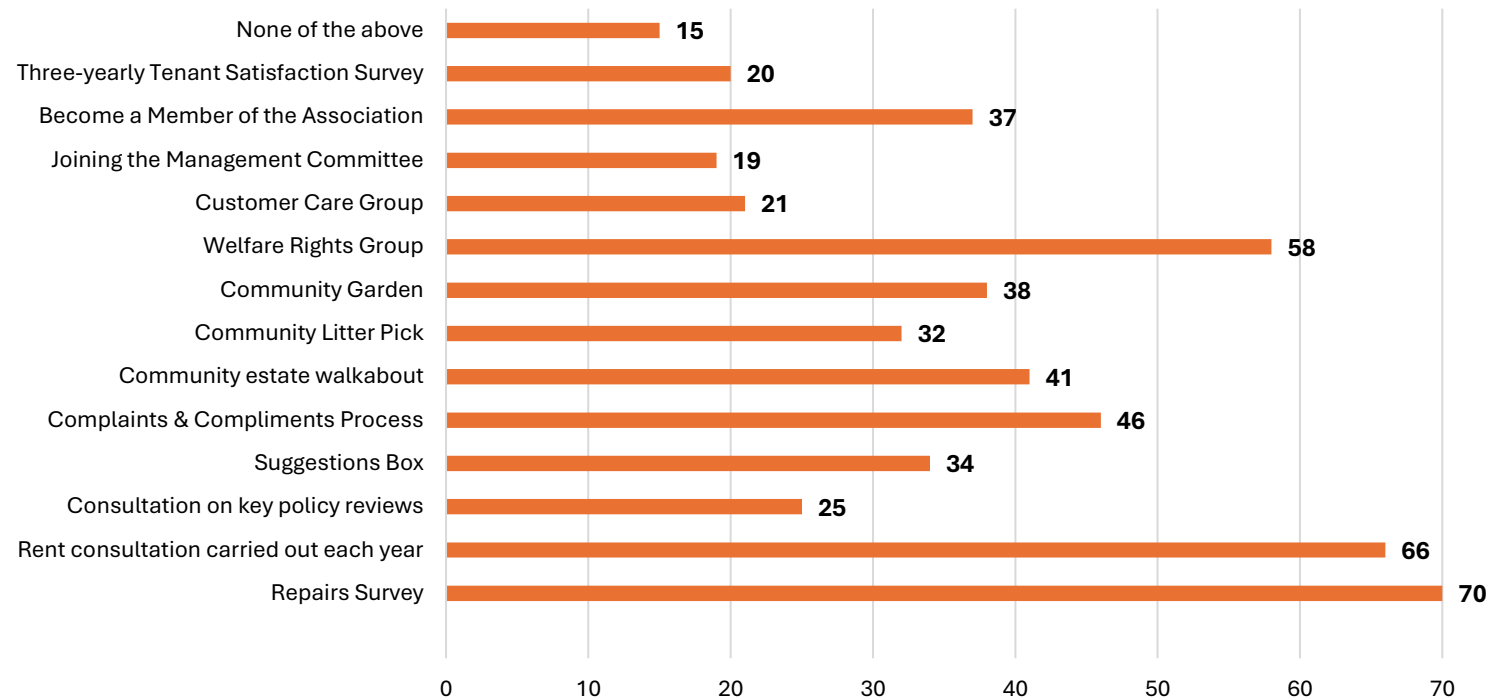
Question 2:

Do you feel Hillhead HA provide you with enough information on opportunities for becoming involved with the association?



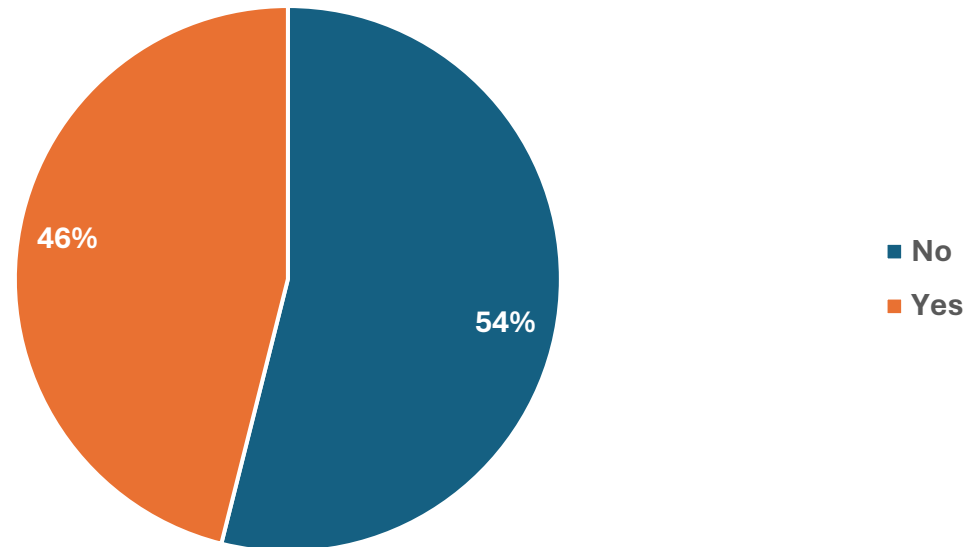
Question 3:

Did you know about the following ways you can provide feedback/get involved which are in place currently?



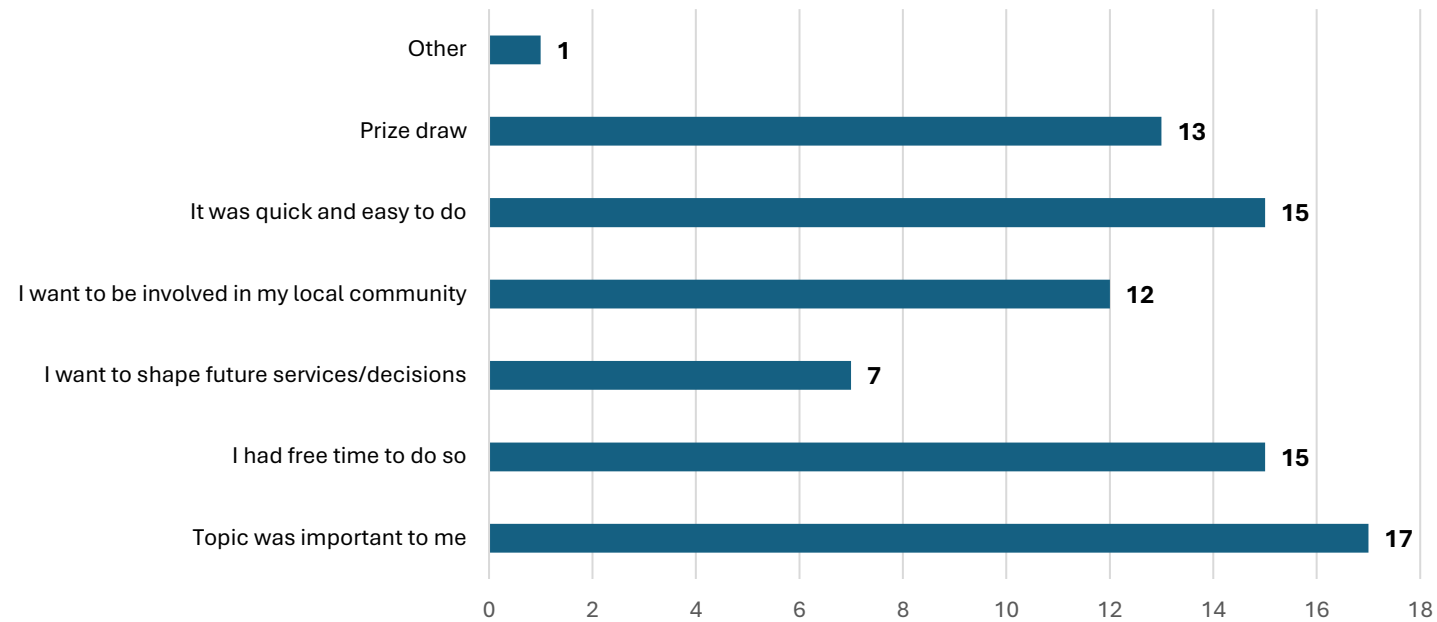
Question 4:

Have you participated in any of the above?



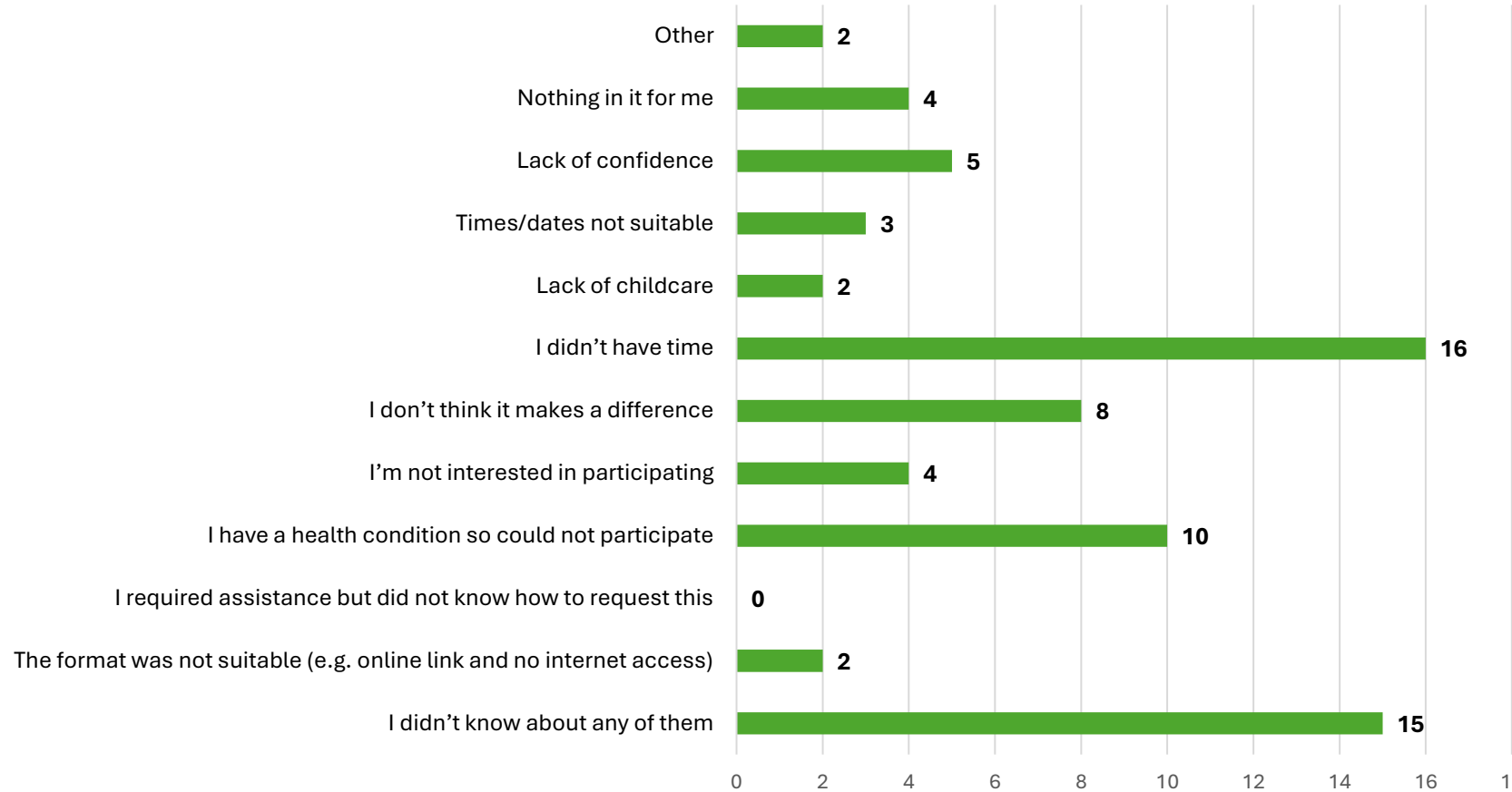
Question 5:

If yes, why did you participate?



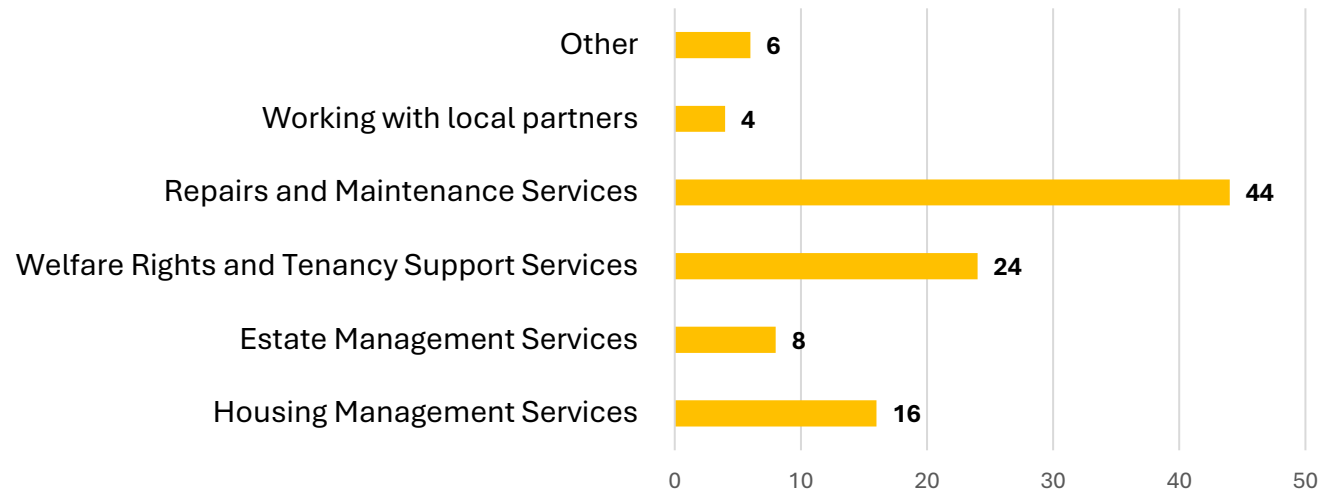
Question 6:

If no, what stopped you participating?



Question 7:

What is the most important service to you that Hillhead HA provides or is involved with?



Full descriptors given in question:

- Housing Management Services (collecting rent, dealing with anti-social behaviour, letting properties)
- Estate Management Services (resolving issues in common spaces such as fly-tipping, working with Housing Services team on individual garden issues, inspections of paths, fences, etc.)
- Welfare Rights and Tenancy Support Services (benefit advice & support, budgeting, assistance with food, assistance with energy bills/payments, support with tenancy issues such as attending key appointments, accessing social work services, etc.)
- Repairs and Maintenance Services (everyday repairs, planned maintenance such as new kitchens and bathrooms, tenant health and safety, adaptations, etc.)
- Working with local partners (such as East Dumbartonshire Council, Citizen's Advice Bureau, GRACE, etc.)

"Other" answers:

- Na
- All of the above
- What new kitchens or bathrooms?
- Nothing
- None that I know benefit those that work.
- I think all of the above services are equally important to both myself and the betterment of the community as a whole.



Question 8:

Is there anything you would like to see Hillhead HA involved with that we are not currently?

Maintenance of parks in area

A tidy garden and street program of some sort. Offering rewards for a nice garden isn't enough. People need to be taking care of the area with the help of hha. Street bins. Or more litter picking services. Stricter enforcement to keep gardens tidy and free of furniture and waste.

Green space improvement

Paint our close 😊

Evicting the convicted repeat offending drug dealers as per your tenancy agreement we all sign instead of rehousing them in better houses..it looks like your better treated if you a drug dealing dole dossier rather than folk that work and before you say you do..its common knowledge yous dont

Liaison with council street cleaning services the amount of litter lying in the streets in Hillhead is unacceptable

Yes sorting the damp in four in a block flats

Due to it coming under house in cupboards behind washing machine fridge freezer

Spot checks on tenants gardens and properties

Removal of old white goods that are in my garden I'm unable to get removed

Actually fixing houses

Setting up some sort of tenants association in each individual set of flats, as they all have different priorities when it comes to each set of flats

Sort people to having their dogs pooing and leaving it as I have my granddaughter she or other kids can't play on the grass as it has poo on it.

More off street parking, especially in my street (Newdyke Rd), as parking is not permitted between 8.30-9.30 and 2.30-3.30

Yes

Rent increases again every year it's ridiculous the cost of living and rent up more than wages are

Listening to the tenants about the yearly rent increases becoming more and more of a struggle for those that actually work and do not get benefits.

As a dog trainer who also works in Social Care, I have attempted to encourage my own employer to offer more info / support in relation to pets.

Rather than a process that simply involves permission, I believe we should meet with willing tenants to discuss their options and offer relevant guidance.

I would appreciate the opportunity to discuss this further and would be more than willing to be involved in any discussion around this subject.

Assistance with garden maintenance/ home improvements

Traffic in our street It is used as a short cut & they fly round cars ,cycles. Scooters

car parking ,streets around schools get very busy,road crossings,hillhead road redbrae road.newdyke road.

Upgrade houses around hillhead

Dog litter. So many dog owners allow dogs to litter in public areas and do not pick up.

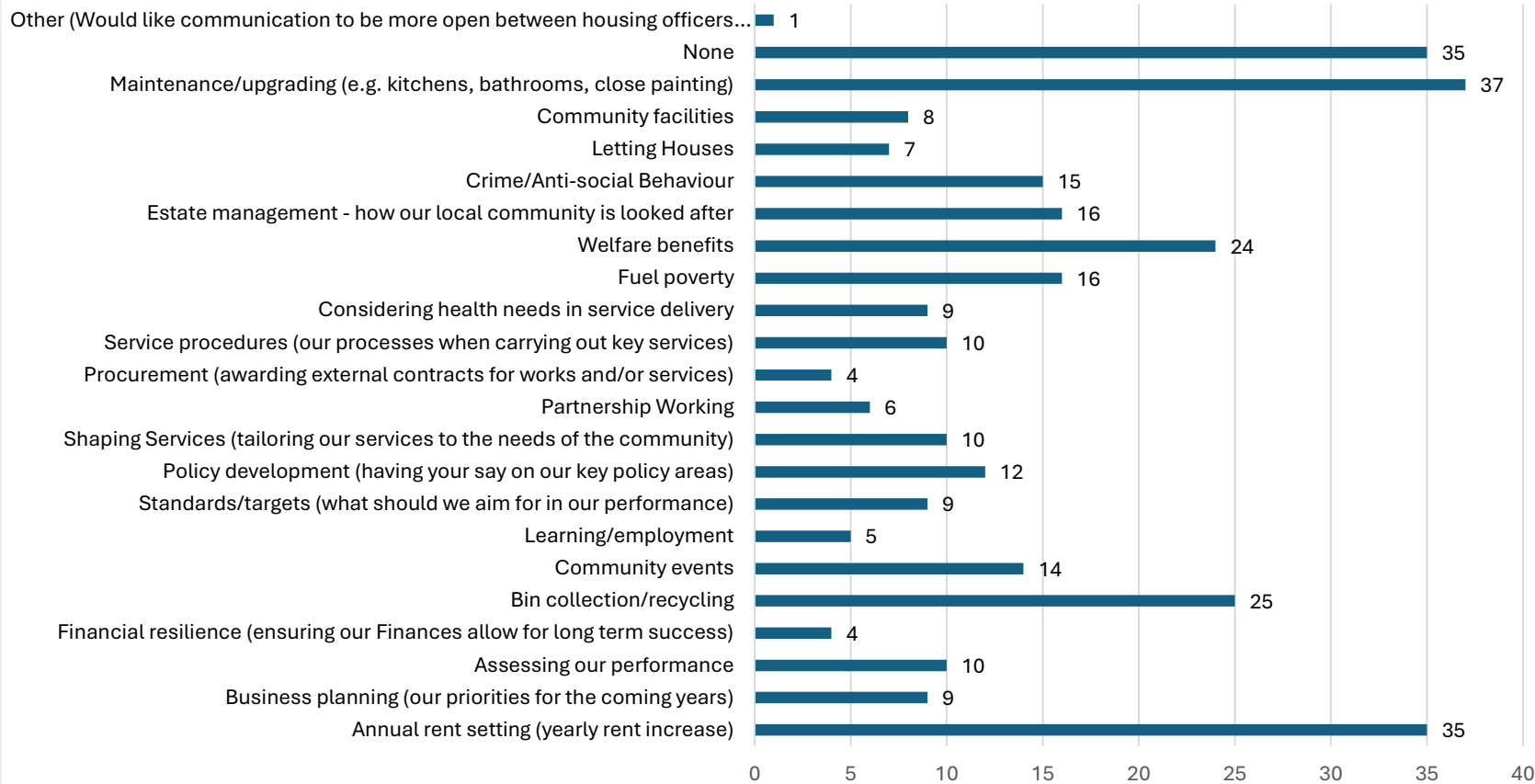
More community projects

Removing white goods etc that are unable to remove myself



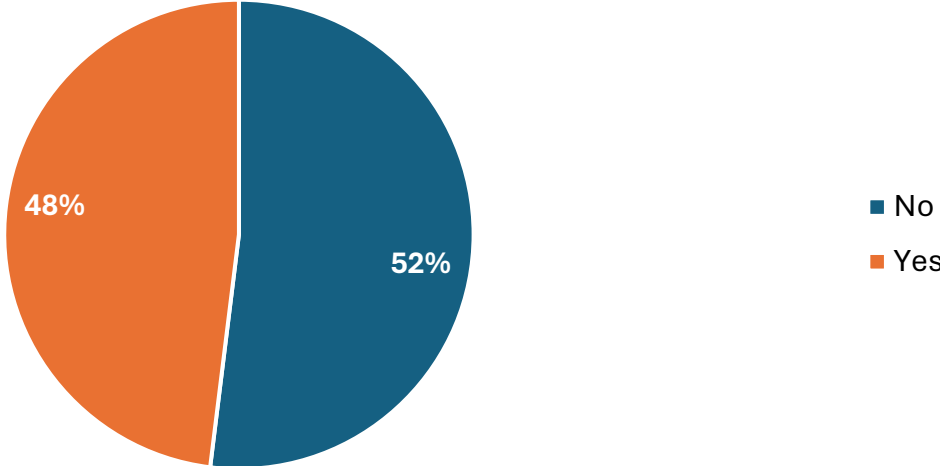
Question 9:

Are you interested in giving us feedback on any of the following areas?



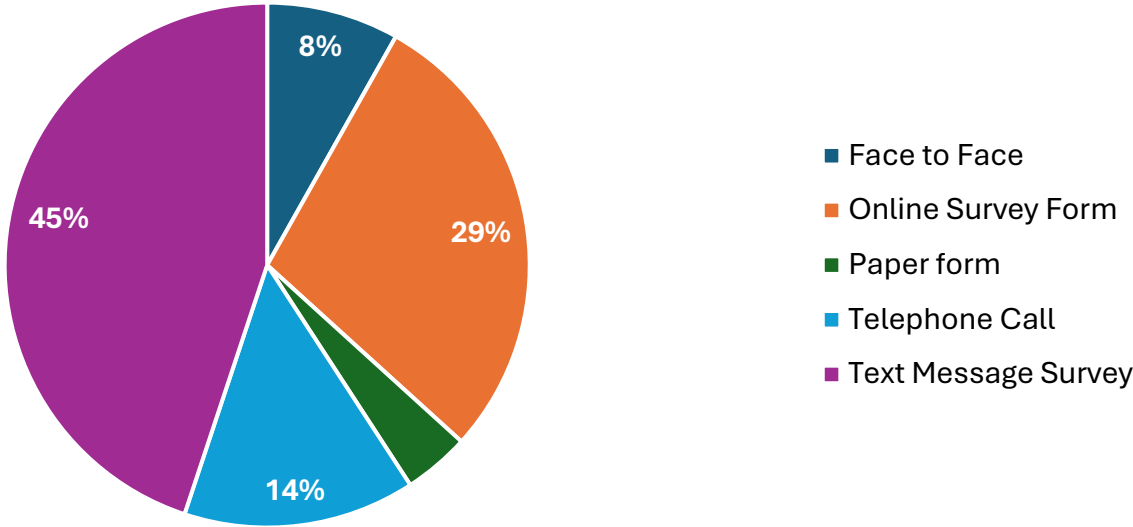
Question 10:

Would you like us to contact you about future participation opportunities relating to the areas you have selected in the previous question?



Question 11:

If you answered yes, what is the best method for you to do this?



Question 12:

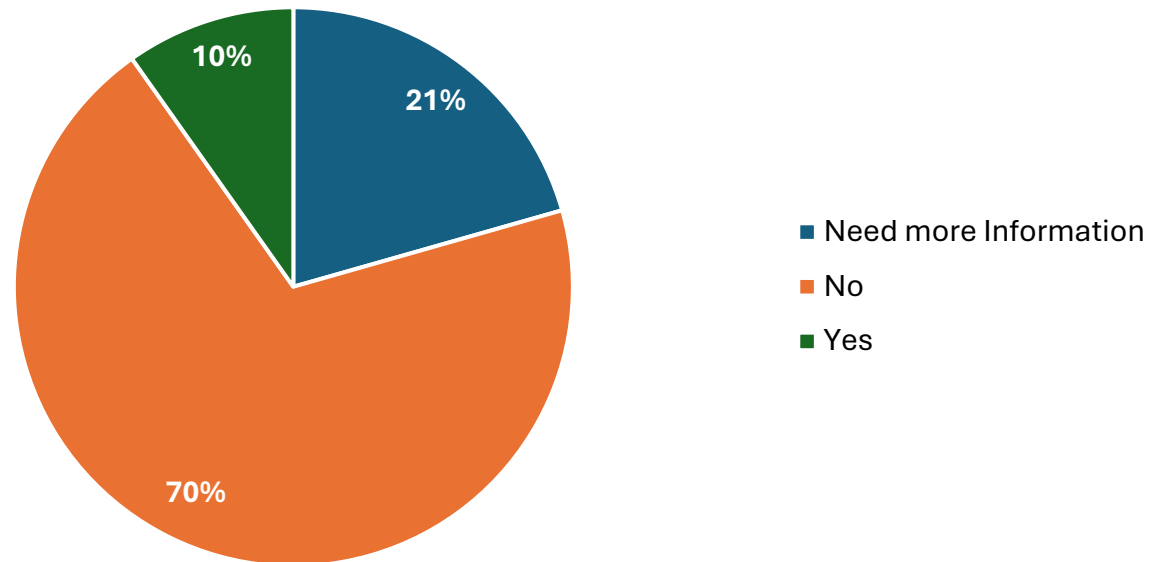
If you answered yes to question 10, please note your contact details below:

Answers redacted for Data Protection



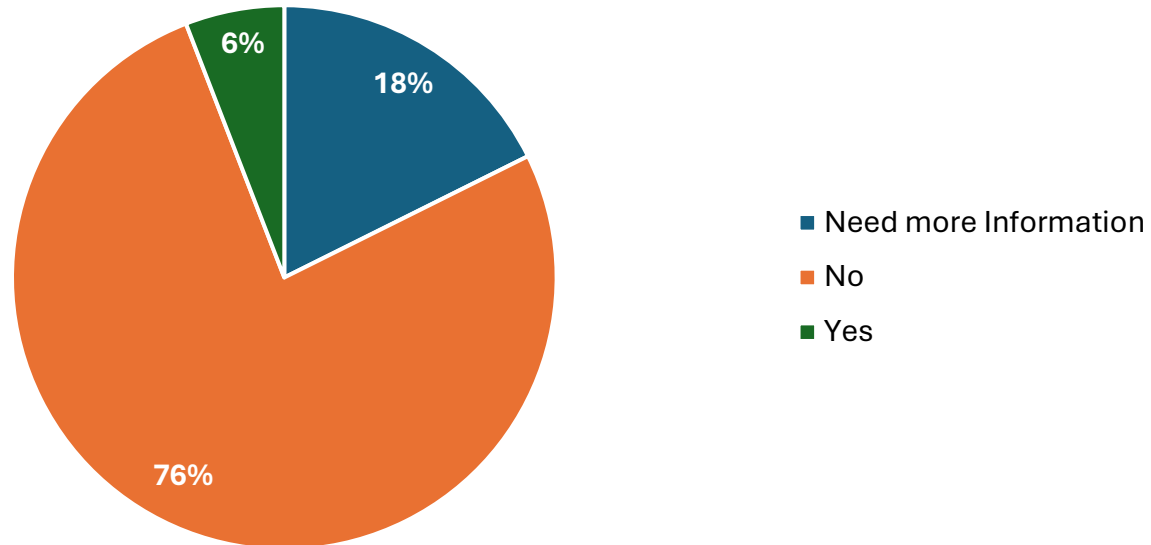
Question 13:

Are you interested in joining our Customer Care group?



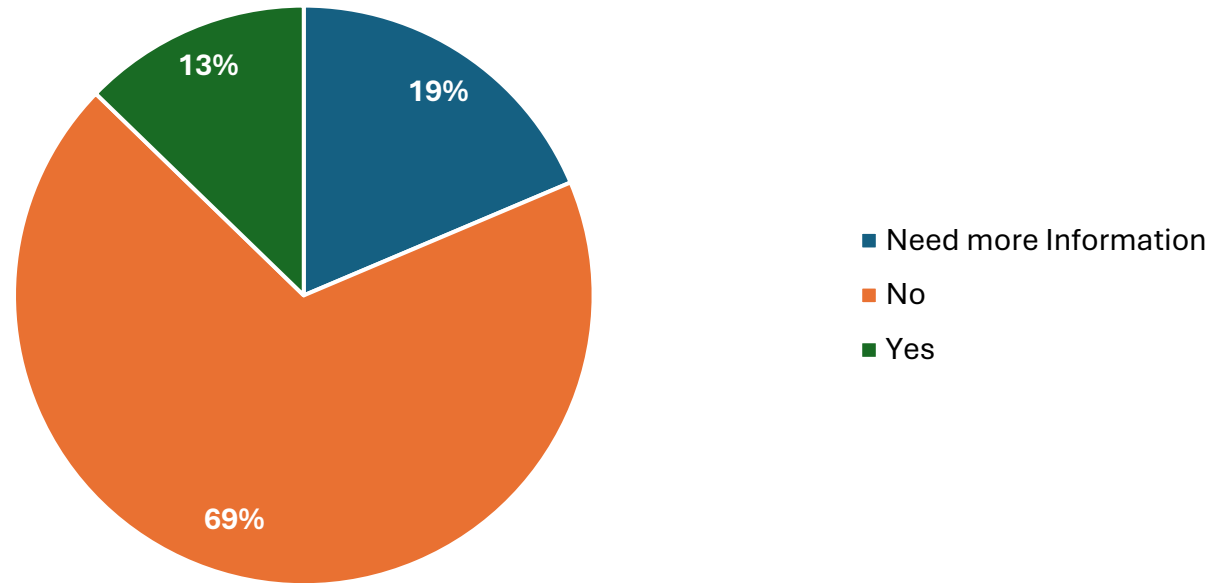
Question 14:

Are you interested in joining our Management Committee?



Question 15:

Are you interested in becoming a member of the Association?



Question 16:

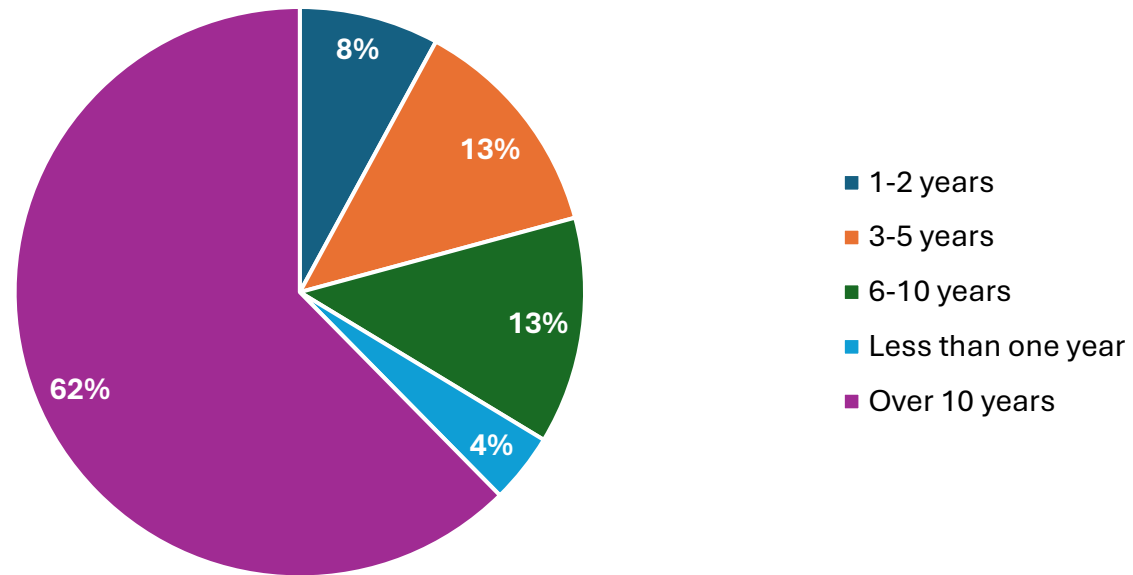
Please leave your name and contact details if you answered 'Yes' or 'Need more Information' to questions 13, 14 & 15 and/or would like entered into our prize draw::

Answers redacted for Data Protection



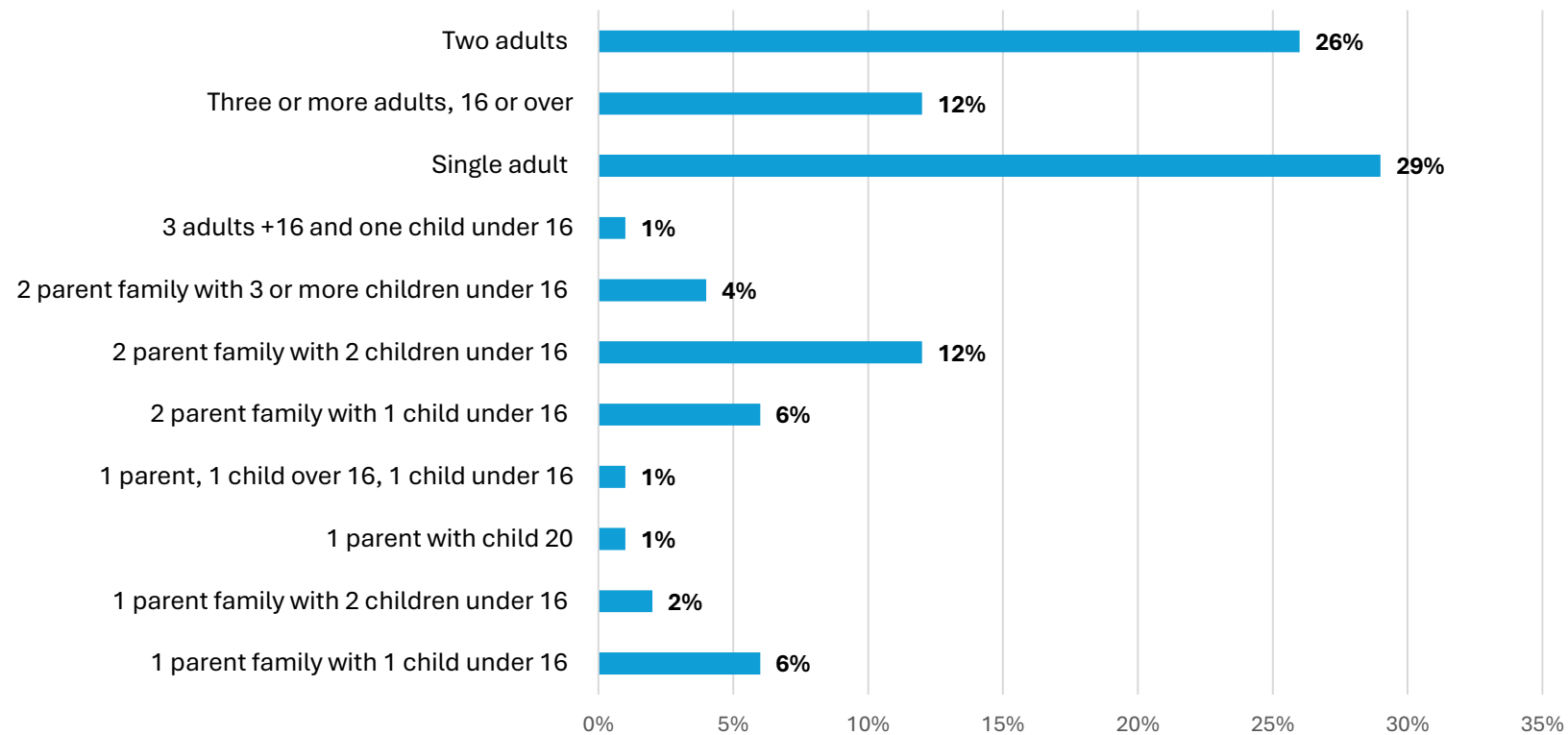
Question 17:

How long have you been a tenant of Hillhead HA?



Question 18:

How would you best describe the composition of your household?



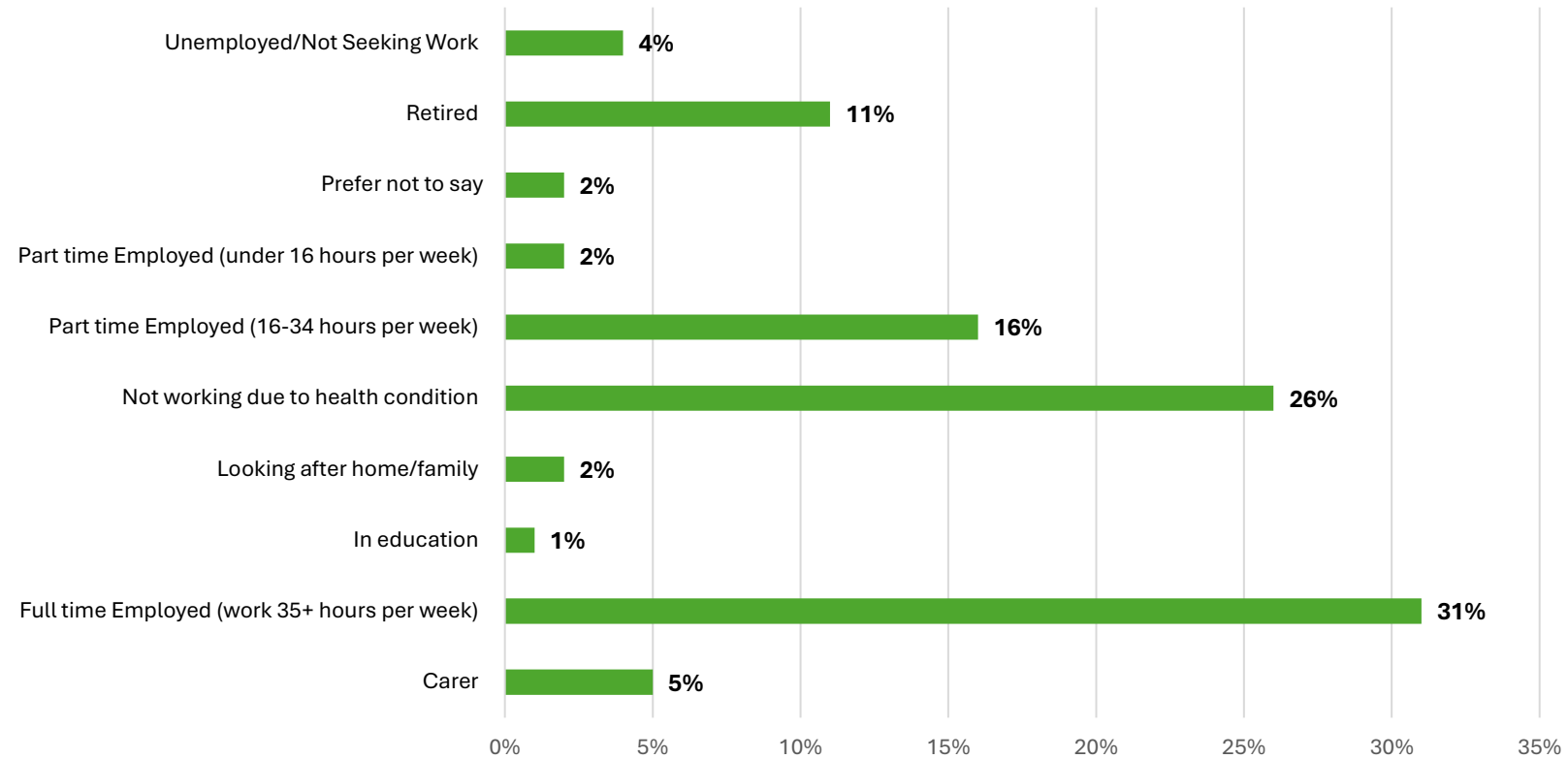
Question 19:

What is your first language? (Leave blank if prefer not to say)	
English/Scottish	74
BSL	1
Portuguese	1



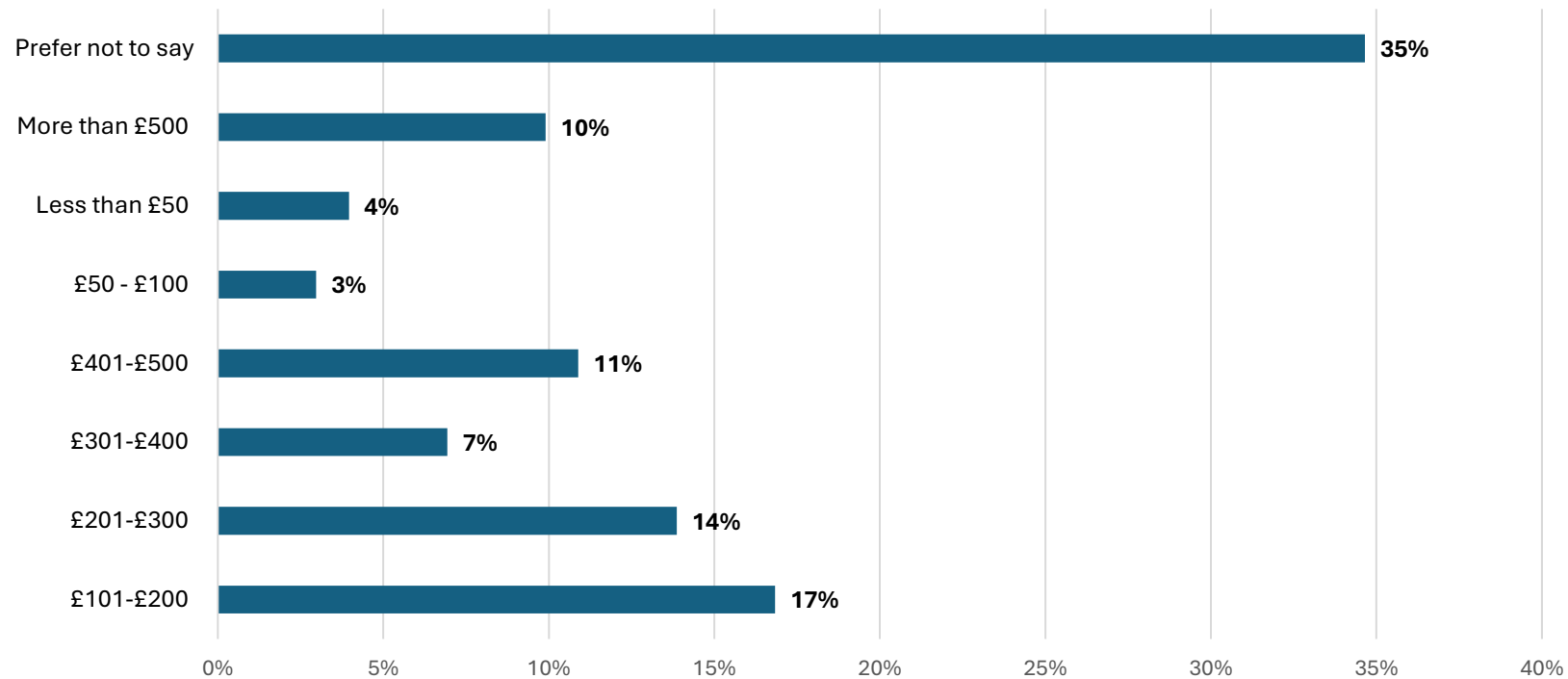
Question 20:

Which of the following best describes your Economic Status?



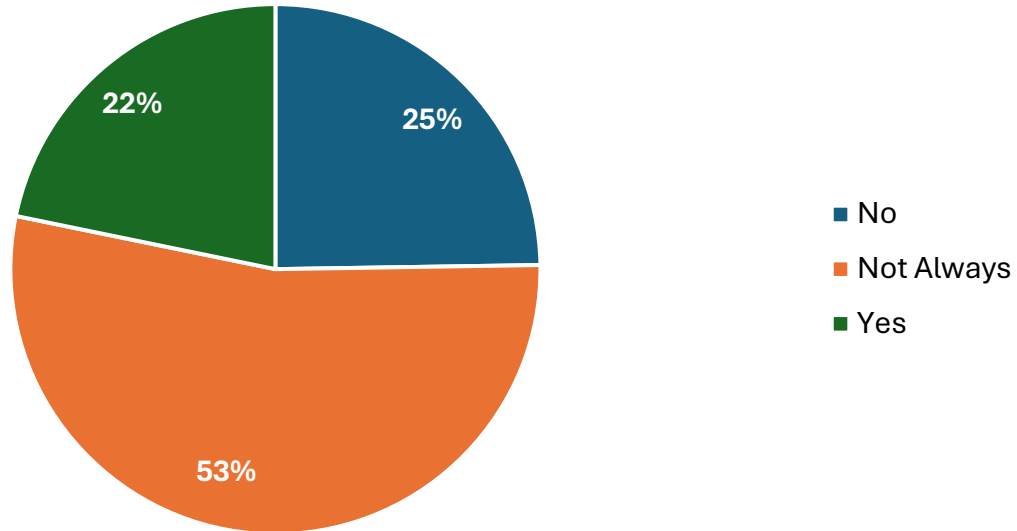
Question 21:

Which of the following best describes your weekly income (take home pay)?



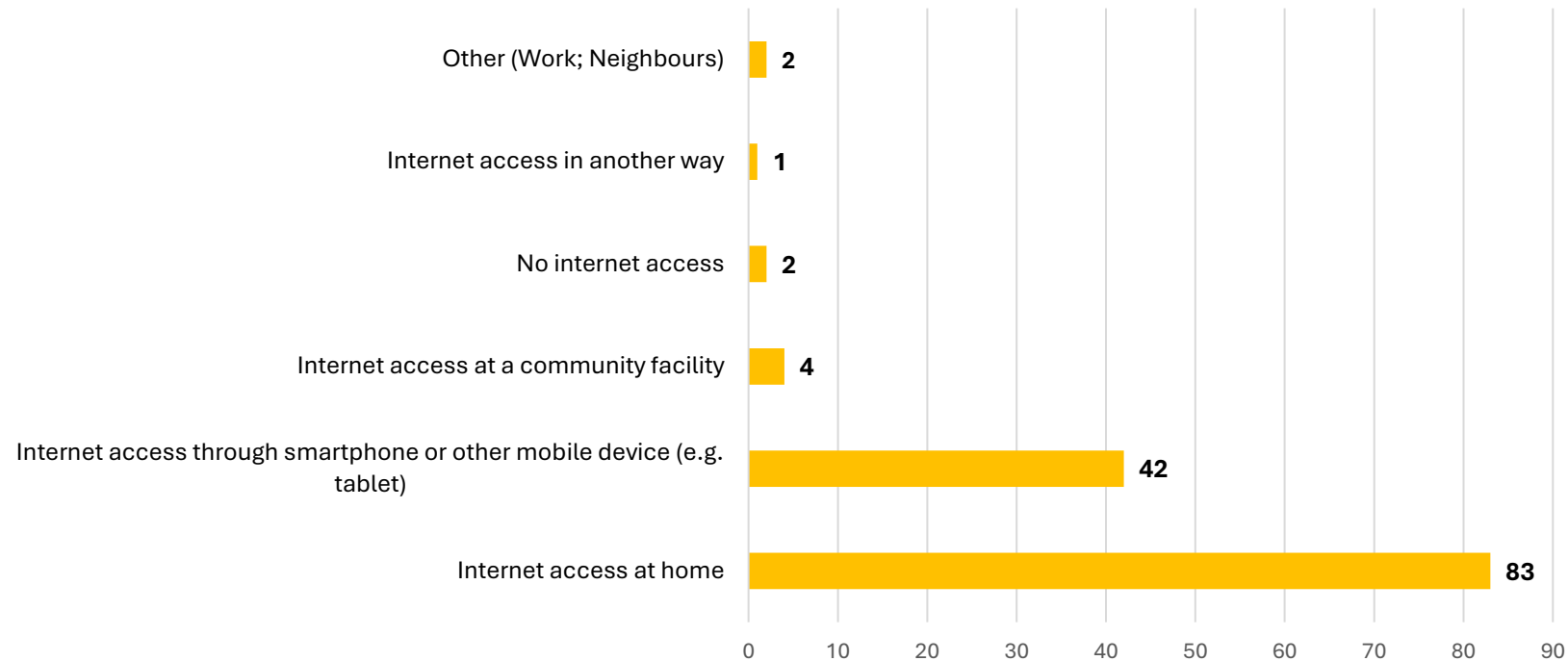
Question 22:

Do you feel that your income is enough to cover your expenditure?



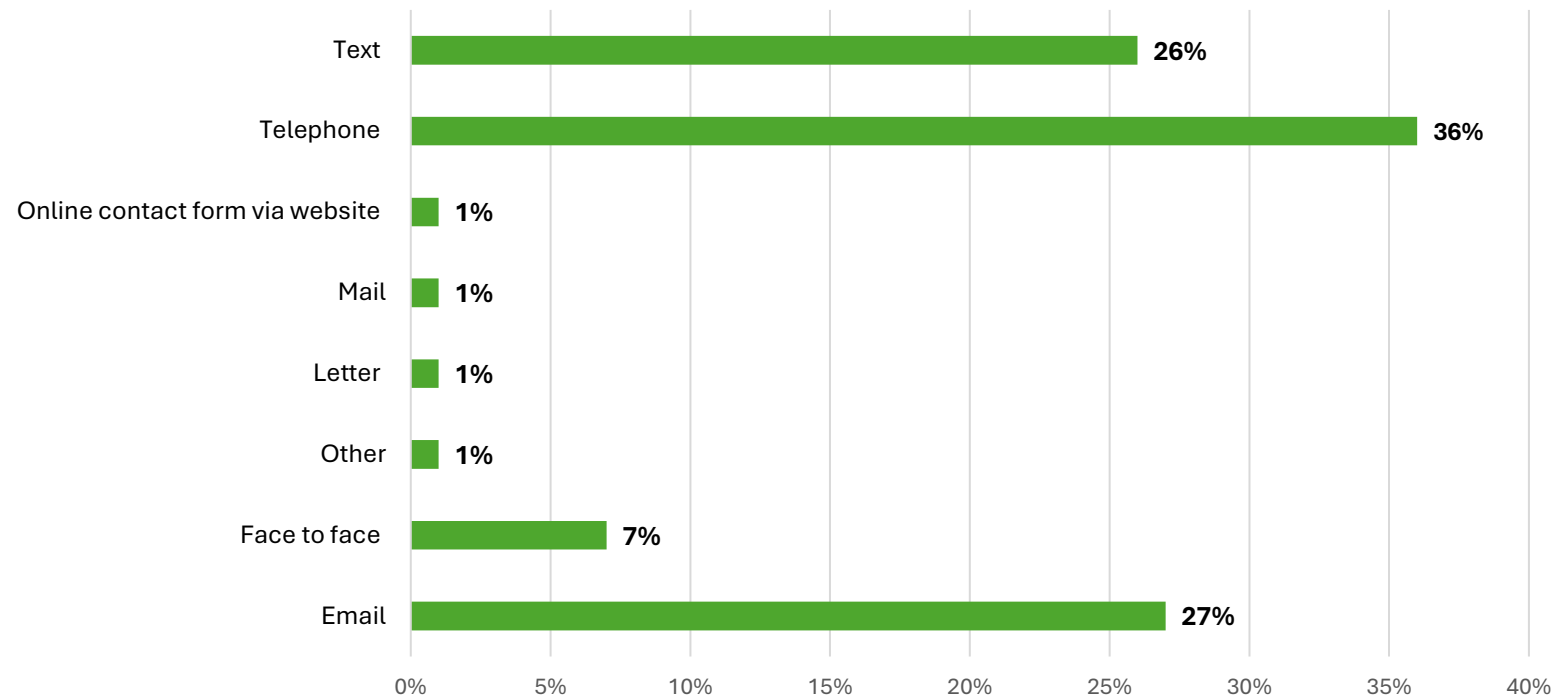
Question 23:

Does your household access the internet in any of the following ways?



Question 24:

How would you prefer to contact us?



Question 25:

How would you prefer us to contact you?

