

Report on the results of the survey of RSHA tenants regarding the effect of Covid-19 and RSHA's response



Rural Stirling
Housing Association

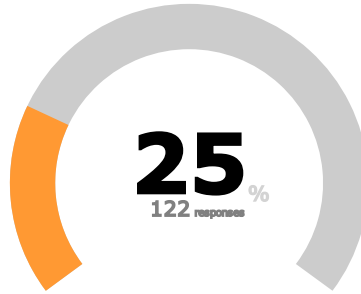
Prepared by Laura Chisholm of Target Applications 18 Nov 2020



Process

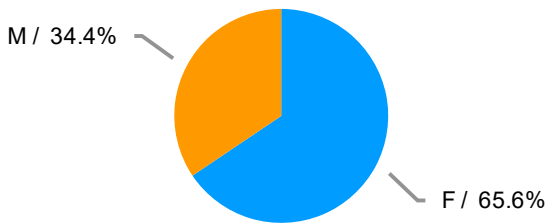
The survey was sent digitally to 495 tenants, with 122 responses. There were 137 invites could not be sent due to contact details not being available or out of date. One reminder was sent, and the survey ran from 24th August 2020 with the last response received 11th September 2020.

All to date

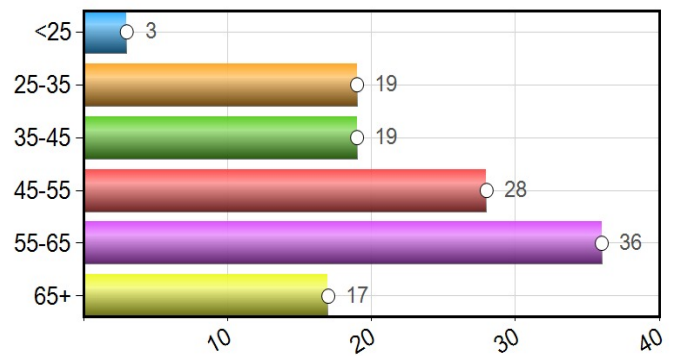


Response Rate

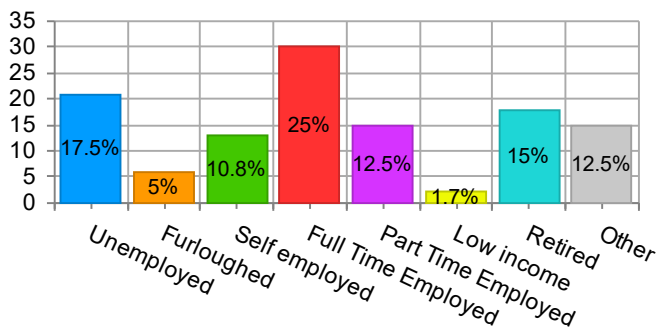
Gender of respondents



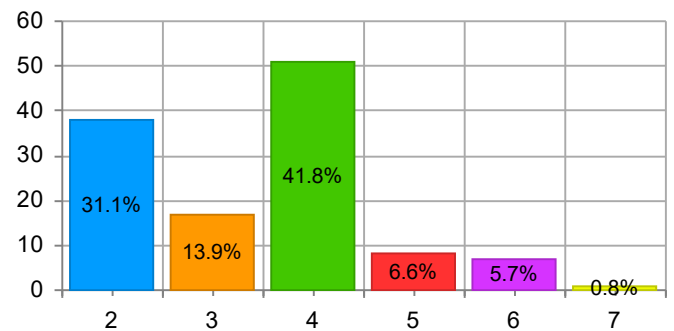
Age Band of respondents



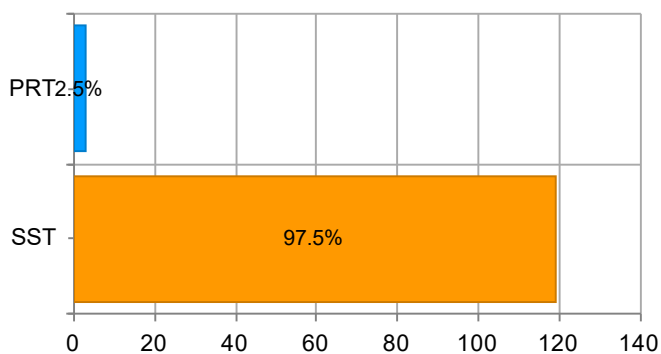
Current Employment Status of respondents



Property Occupancy



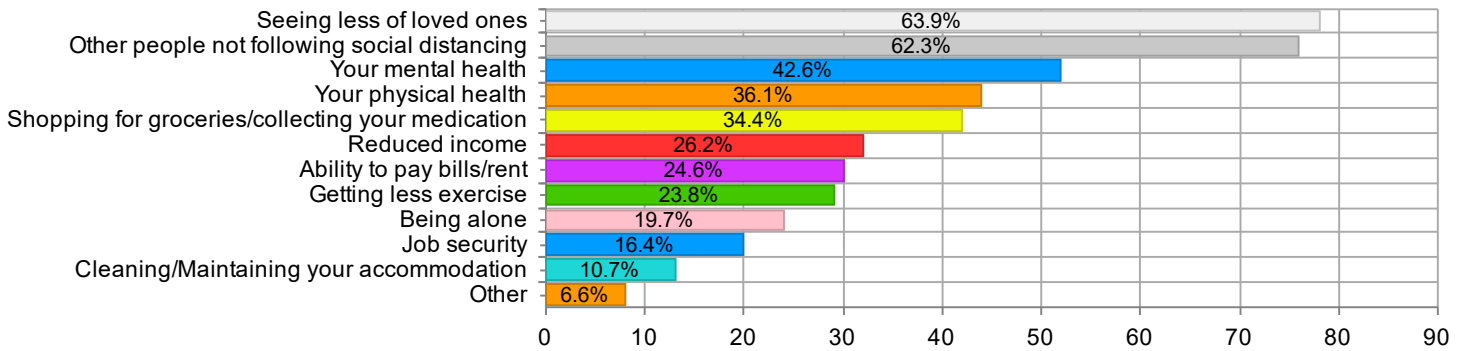
Tenancy Type



The proportion of female to male respondents is very high - entire population that the survey was sent to has a 56/44 female/male split. The age band split, employment status and property occupancy do not have any significant differences. The respondents by tenancy type shows that almost 100% came from type SST, which is comparable to the overall tenant population, but there were no responses from types LIC, OCCA, PRT, SAT, although these types make up a very small proportion of the entire tenant base.

During the Lockdown

Concerns during the Covid-19 pandemic

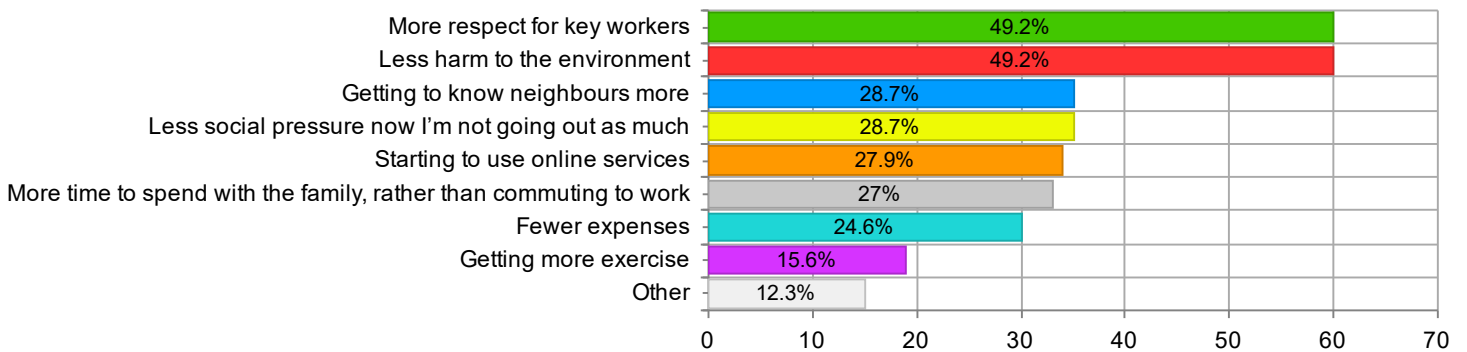


The main concerns for tenants during the crisis was not being able to see family and friends, closely followed by upset regarding other people not following the social distancing guidelines.

Other concerns included

- Managing children (and neighbour's management of children) due to restrictions
- Long term effects on children
- Health issues
- Increased cost of home heating

Good experiences during the crisis



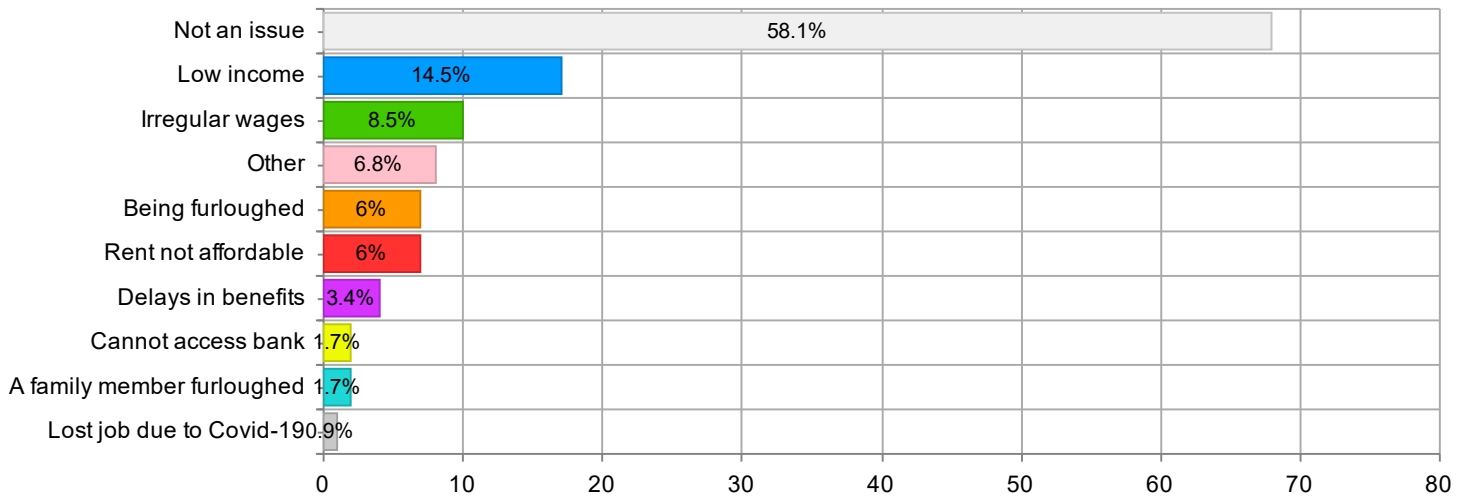
Almost 50% of the respondents cite respect for key workers and less harm to the environment as the good experiences of the crisis.

Other good experiences included

- Quieter traffic and less consumption of petrol
- Community support
- Being able to progress household tasks
- Reduction in noise from neighbours
- More time for hobbies

There was also a couple of comments that indicated that there were no good experiences during the lockdown period.

Reasons for struggling with bills/rent

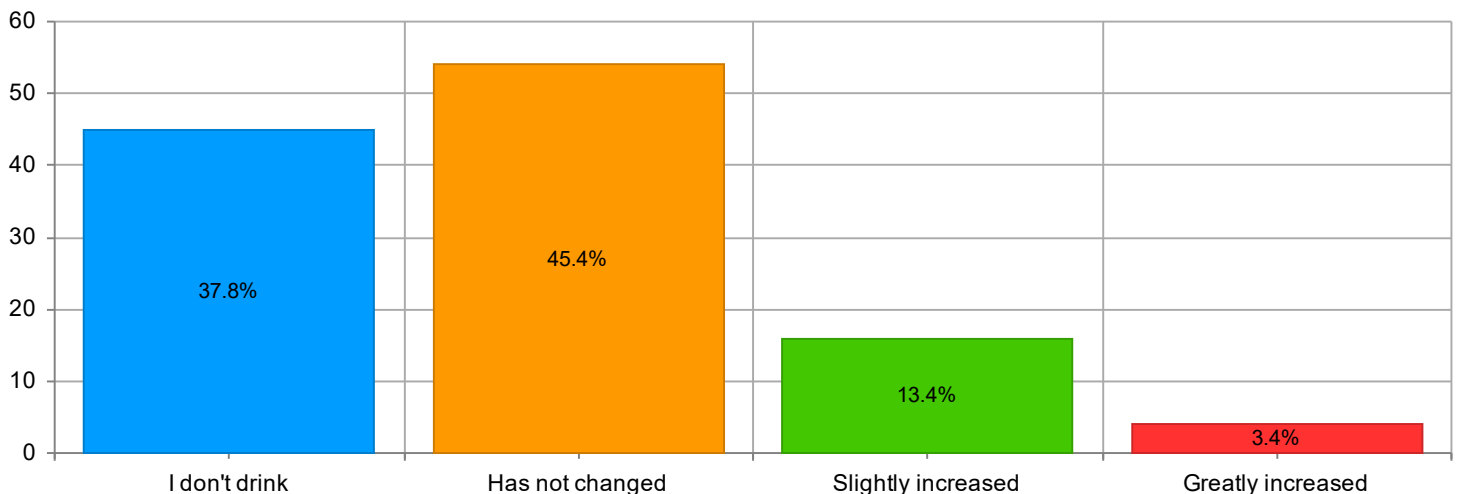


The majority of respondents have indicated that they did not actually have a problem with paying bills and rent during the lockdown. A small number have lost work, been furloughed or experienced delays in receiving benefits.

The other reasons cited for financial difficulty include

- Increased costs of food and fuel
- Self employed
- Unable to work due to shielding

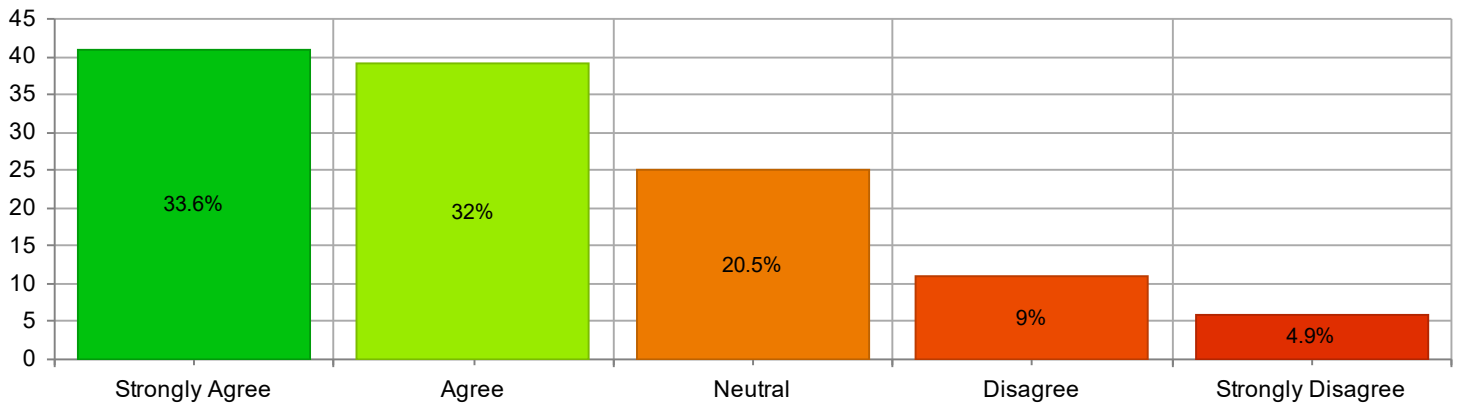
Changes in alcohol consumption



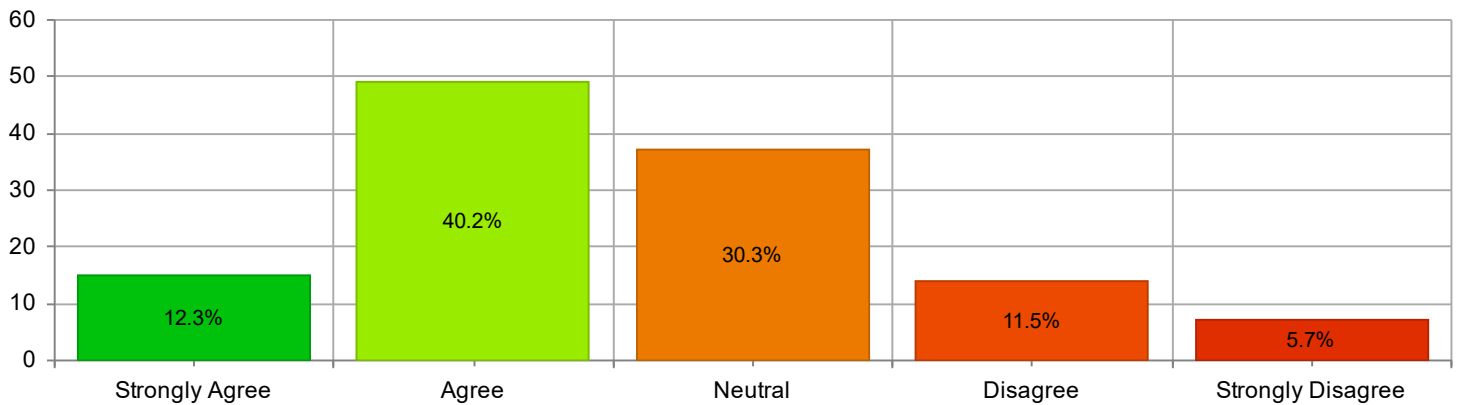
The majority of respondents report that their alcohol consumption has not changed, or that they do not drink anyway. Just over 13% report an increase and a very small number (3.4%) report that it has greatly increased.

Monitoring Questions

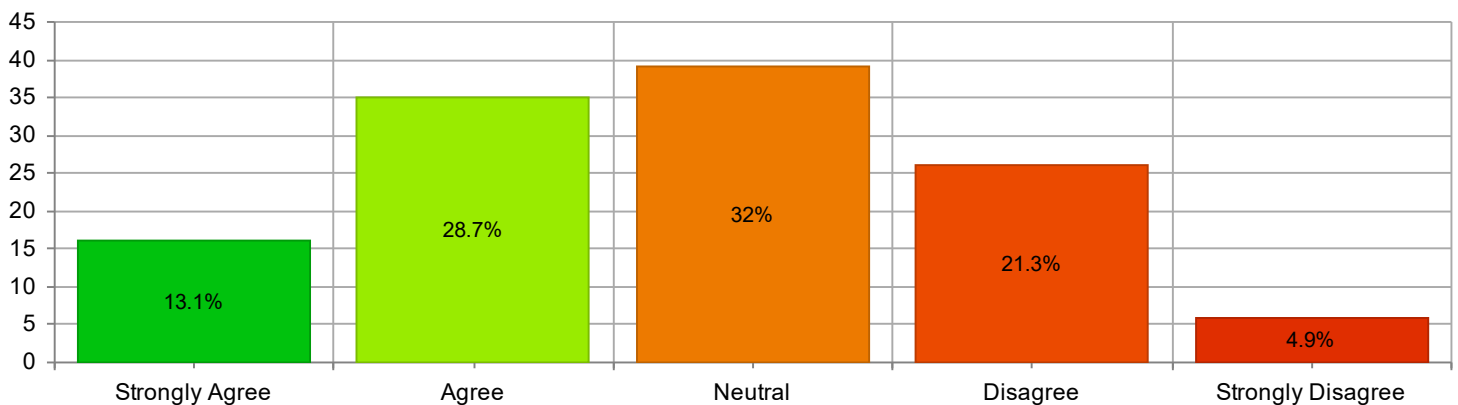
I am in regular contact with other people



Overall, I feel positive about my situation

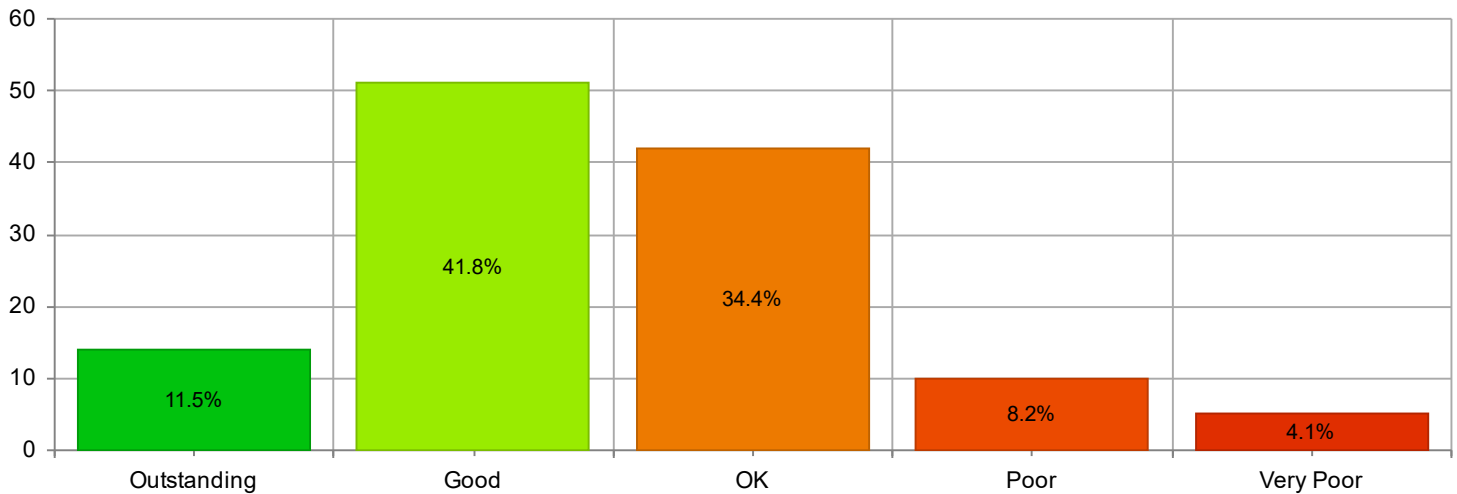


I am getting enough exercise



Overall, the tenants are positive about the lockdown situation. The majority report that they are in regular contact with other people, that they are mainly feeling positive and that they are mostly getting enough exercise

How did RSHA do during the pandemic



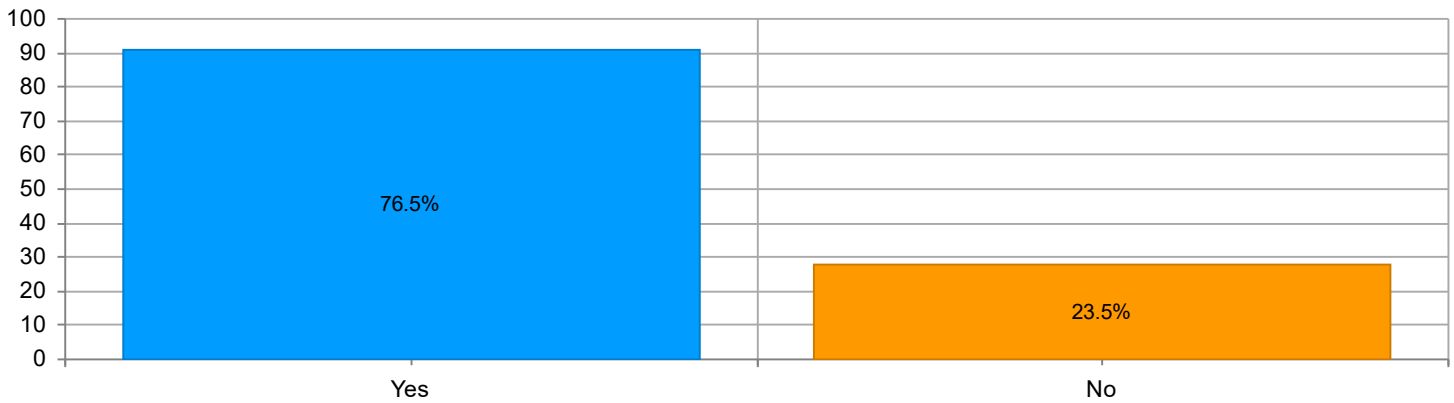
12.3% of the tenants who responded were not happy with the response by RSHA to the Covid-19 pandemic.

The main themes contained in the the comments were

- Thanking RSHA for their understanding and help when personal circumstances change
- Specific members of staff named as being particularly helpful during the lockdown period
- Many respondents had no cause to contact RSHA
- Emergency repairs were completed, but a lack of information regarding outstanding planned works and non emergency repairs
- A small number of complaints regarding ASB of neighbours, lack of help with rent arrears and a general ack of information

RSHA advice and information

Did RSHA provide useful advice and information ?



More than 3/4 of the respondents were happy with the information and advice that they received from RSHA.

The suggestions that were received fall within the following main themes

- Communications

"Promote the website more"

"Improving communications would be a start"

"During lockdown it was difficult to make contact with anyone especially if it was not an emergency"

"Communication regarding repairs ie a fixed time frame. Re access"

"Keep tenants informed of reasons why some services not taking place. eg gardening eg grass cutting"

- Property allocation

"Treat people fair some waiting on a house for years and others seem to be housed right away"

- Dealing with ASB

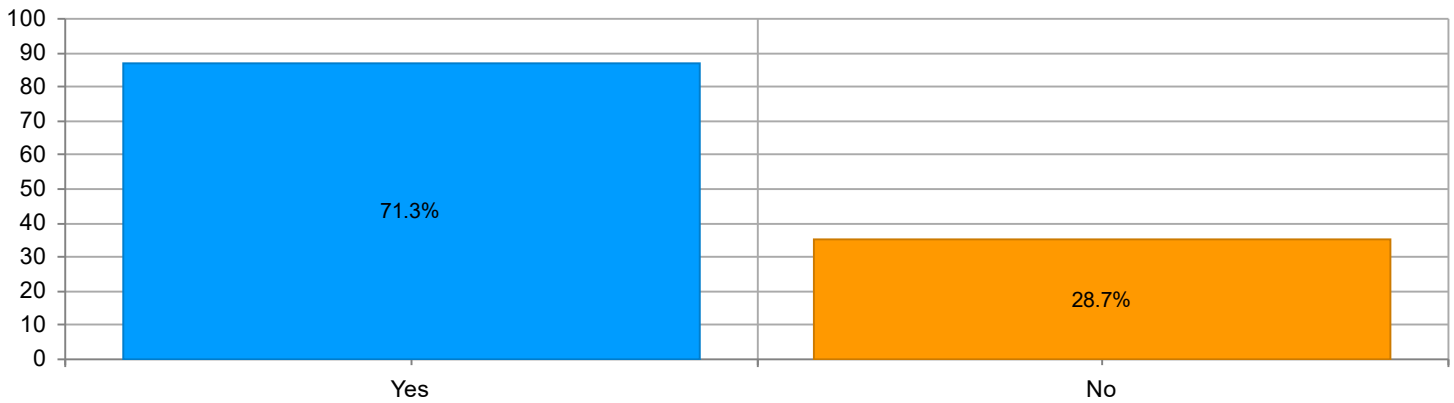
"I have had a pole dancer who did her washing throughout the night, drug addicts who played games in the bedroom all night and I had to sleep in the living room"

- Praise for RSHA and the team

"I am happy with my interaction with RSHA"

"I think you dealt with it well"

Future plans



The majority of respondents are happy with the proposed changes to the Doune office opening hours. Of those that were not happy, the following are the main themes of the comments.

- Not everyone has access to a computer to use online facilities

"Not everyone is online"

- Some people prefer a face to face meeting whenever possible

"Lots of people feel much more reassured with face to face contact"

- Concern that being online will reduce the friendliness of RSHA to tenants and cause issues with mental health for both staff and tenants

"my experience of moving workers to more online working and less face to face contact is detrimental to the mental health of both the workers and the residents who use the service"

- A request for direct email addresses for staff to speed up responses

"I would like to have direct email address's for the appropriate person"