



# Glasgow West Housing Association

## Future Services Survey 2022

# What did we do?

- Glasgow West Housing Association commissioned Research Resource to carry out a future services survey on their behalf.
- The survey was carried out to understand tenants future service needs, priorities and aspirations
- All tenants were invited to respond by email and/ or post.
- 429 responses were received.

# Response profile

- 429 responses is a 28% response rate and provides data accurate to +/-4%.
- The survey sample is broadly representative by geography.

Area	No of tenants	% of tenants	No of interviews	% of interviews	Response rate
Anderston / Finnieston	1069	68.5%	261	61.7%	24%
Hillhead	179	11.5%	55	13.0%	31%
Hyndland	193	12.4%	77	18.2%	40%
St Georges Cross	119	7.6%	36	8.5%	30%
<b>Grand Total</b>	<b>1560</b>	<b>100.0%</b>	<b>429</b>	<b>101.4%</b>	<b>28%</b>

- This provides robust data upon which the Association can be confident about making decisions.

## The neighbourhood

93% like living in  
their  
neighbourhood

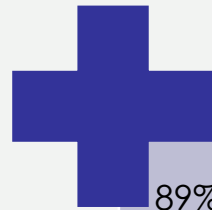
56% agree if they  
needed advice  
they could go to  
someone in their  
neighbourhood

74% agreed that  
they feel like they  
belong to their  
neighbourhood

72% agree that  
they could regularly  
stop and talk with  
people in their  
neighbourhood



# Satisfaction with neighbourhood facilities



89% access to amenities

71% agree that their local green spaces are of a high enough standard, accessible and within easy walking distance for them to want to spend time there

53% access to affordable facilities/ activities for adults

12% access to EV charging

21% access to bicycle storage/ parking

33% access to affordable facilities/ activities for older people

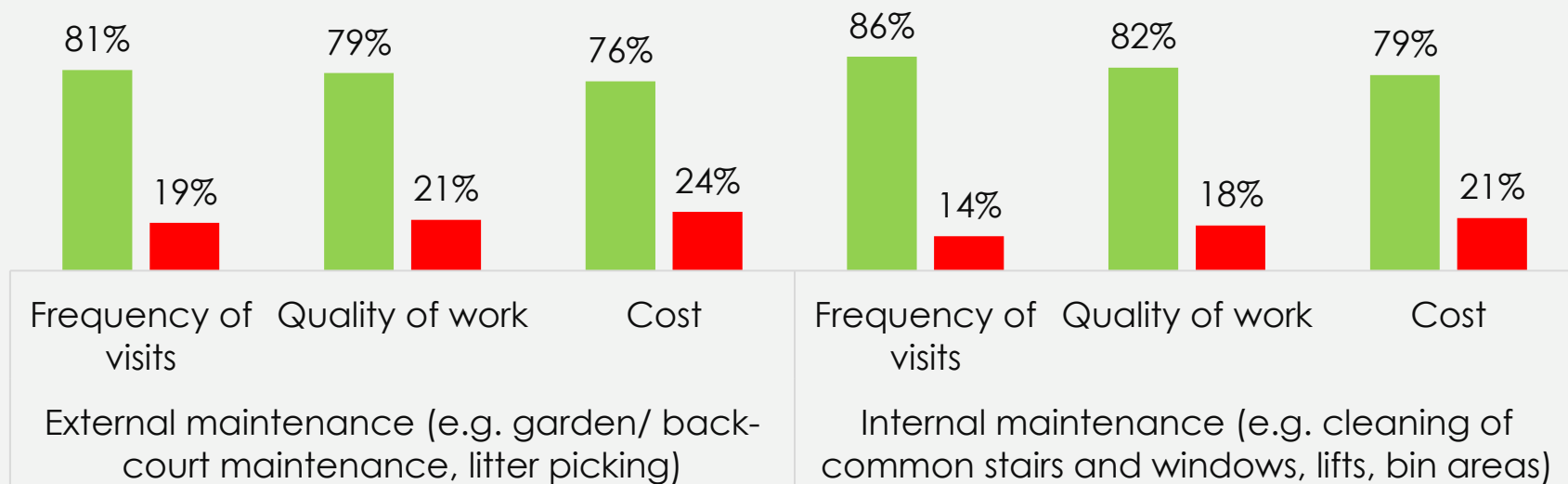
42% access to affordable facilities/ activities for children

43% access to car parking

# Contractor/ concierge maintenance service

How do you rate the services of the Association's contractor and/or concierge in maintaining the areas outside/ inside of the property?

■ Excellent/ good/ fair ■ Poor/ very poor



# Problems in the neighbourhood



49% rubbish or  
litter lying around



42% noise  
pollution



39% air pollution



31% dog fouling



30% Drug dealing

# Contact and communications



**83%** English is their first language



87% of those that don't understand spoken English well



**64%** prefer to contact GWhA by telephone



83% 16-34  
100% all other age groups



**78%** prefer to contact GWhA by email



78% 16-34  
81% 35-54  
63% 55-74  
33% 75+

**89%** rate info from GWhA excellent/ good/ fair



**82%** have access to the internet at home  
(91% 35-54 to 61% 75+)  
(85% other ethnic to 79% White Scottish/ British)



# Experience with GWHA

Thinking about your experience with GWHA, do you agree or disagree with the following statements?

■ % strongly agree/ agree   ■ % neither nor   ■ % disagree/ strongly disagree



## Getting involved

12% regularly attend social groups

8% regularly attend formal groups e.g. Tenants Association

21% have attended GWA's Annual Tenant Conference





# Health and wellbeing

**45%** rate health as excellent or good  
(79% Scotland)

**59%** have a limiting health problem or disability  
(47% Scotland)

**25%** look after or give help to family, friends or neighbours due to health  
(19% Scotland)

41% have been feeling unhappy or depressed and 36% have been losing confidence more than usual

NB Scotland overall taken from Scottish Health Survey 2020



# Finances

33% save regularly

43% have home contents insurance

11% have been behind with rent in last 12 months

55% of those in debt say it is a burden (45% in debt)

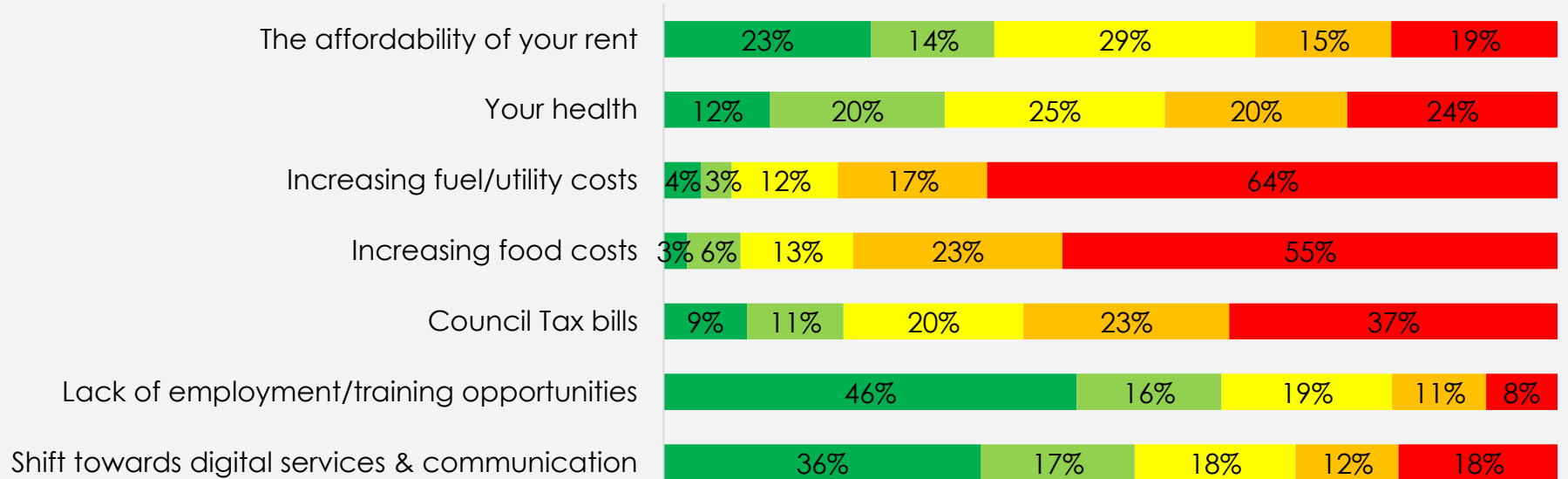
42% living comfortably/doing alright; 40% just getting by; 19% finding it difficult

55% are able to decorate their home and carry out the repairs that are their responsibility (key issues cost and ability)

# Tenant concerns

On a scale of 1-5, where 1 is not at all concerned and 5 is very concerned, how concerned are you about the following?

■ 1 – not at all concerned ■ 2 ■ 3 ■ 4 ■ 5 – very concerned



# Tenants' top concerns



39% increasing  
fuel / utility costs



32% your health



10% affordability  
of rent



8% increasing  
food costs

# Thank you for listening!

