

# Tenant Satisfaction Survey 2019

Report

**KINGDOM HOUSING ASSOCIATION**

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**KINGDOM HOUSING ASSOCIATION**

**TABLE A - SUMMARY OF ARC INDICATOR SATISFACTION RESULTS**

**FROM TENANT SATISFACTION SURVEY 2019**

<b>ARC Indicator</b>	<b>Variable (% measure is very and fairly satisfied unless stated)</b>	<b>Kingdom HA 2013</b>	<b>Kingdom HA 2016 (base 1,155)</b>	<b>Kingdom HA 2019 (base 1,378)</b>	<b>Average RSLs 2017-18 (Source ARC – base all RSLs reporting in May 2018)</b>
<b>1</b>	Overall satisfaction with services	88%	88%	84%	91%
<b>3</b>	Keeping tenants informed about services and decisions (% very and fairly good)	89%	88%	84%	93%
<b>6</b>	Satisfaction with opportunities to participate	64%	82%	56%	86%
<b>9</b>	Satisfaction with standard of home on moving in (1 year let) <sup>1</sup>			-	-
<b>10</b>	Satisfaction with housing quality	83%	84%	78%	89%
<b>16</b>	Satisfaction with repairs (last year) <sup>2</sup>	85%	86%	84%	94%
<b>17</b>	Satisfaction with neighbourhood management	82%	85%	71%	89%
<b>28</b>	Rent is value for money (% very and fairly good)	78%	86%	72%	83%

<sup>1</sup> Question not asked in 2019 survey

<sup>2</sup> Indicator 16 RSL average includes transactional data which typically generates a high average figure

# Executive Summary

## Introduction and Methods

This report provides the results of research into the satisfaction levels of a sample of Kingdom Housing Association (Kingdom Housing) tenants in relation to services such as information provision, repairs, housing quality, contact etc. It has been prepared by Knowledge Partnership who carried out the research on behalf of Kingdom Housing.

The research draws on quantitative feedback gathered from tenants by means of a postal, telephone, and online administered questionnaire. The survey was delivered in two waves between 14th February 2019 and 28th March 2019 and by the conclusion of the fieldwork period, 1,378 tenants had responded to the survey, representing 36% of the available survey sample.

## Annual Return on the Charter (ARC) Measures

- Considering Kingdom Housing's services overall, 84% of tenants are very or fairly satisfied with the service provided; 10% of tenants are dissatisfied with the service. The figure for 2019 compares with 88% tenant satisfaction reported during the Association's last large-scale satisfaction survey in 2016.
- On the measure of satisfaction with housing quality, 78% of tenants in 2019 are very or fairly satisfied compared with 14% who are dissatisfied. In 2016, 84% of tenants were satisfied with their home whilst 8% were dissatisfied.
- Most tenants (84%) were satisfied with their last repair (carried out in the last year); 11% were dissatisfied with this service. In 2016, 86% of tenants were satisfied with the repair service.
- For the question, 'Overall, how satisfied or dissatisfied are you with Kingdom Housing's management of the neighbourhood you live in?' 71% of tenants are very or fairly satisfied on this measure and 14% are dissatisfied. In 2016, 85% of tenants were satisfied with the management of their neighbourhood.
- Most tenants agree that the rent they pay for housing and related services is value for money i.e. 72% of tenants agrees that rent is very or fairly good value for money whilst 12% say that rent value is poor. In the 2016 survey, 86% of tenants agreed that rent was good value for money; 6% disagreed.
- For the question 'How good or poor is Kingdom Housing at keeping you informed about their services and decisions?', 84% of tenants rate Kingdom Housing as either very or fairly good in this area whilst 4% say the Association is 'fairly or very poor'. The equivalent figure recorded in 2016 was 88% saying 'good'.
- The majority of tenants (56%) are satisfied with the opportunities they have for participating in the decision making of Kingdom Housing; approx. four in ten tenants (39%) responded 'neither-nor'. The comparable figure for this measure from the 2016 survey is 82% satisfied, with 15% responding 'neither-nor'.

## Contact experience and processes

- Amongst those tenants that had contacted Kingdom Housing in the last year, 83% were satisfied with their experience of contacting the Association whilst 9% were dissatisfied.
- Tenants mainly contact Kingdom Housing to report/discuss a repair (85% of all contact) or to discuss a rent account.
- As few as one in twenty tenants (4%) are dissatisfied with the current non-emergency arrangements for contacting Kingdom Housing (96% are satisfied with these arrangements).
- In 2019, 83% of all tenants had access or planned to arrange access to the Internet. The principal devices used by tenants for accessing the Internet comprise a smartphone (66%), PC/laptop (50%), and tablet (40%).

- Approx. one in three tenants (34%) have registered to use 'My Kingdom' with the three main uses of this service being reporting a repair, checking a rent account, and paying rent. We would observe that amongst the 34% of tenants who have registered with 'My Kingdom' 30% have not yet used any of its features.

### **Tenant participation**

- Whilst 56% of tenants were satisfied with Kingdom Housing's opportunities to participate, analysis shows that when tenants are aware of participation methods, they are more likely to be satisfied on this measure i.e. amongst aware tenants, 61% are satisfied with opportunities to participate compared to 40% satisfaction for those who are unaware of TP methods.
- Approx. three quarters of tenants have heard of one or more of Kingdom Housing's tenant participation activities e.g. 54% have heard of surveys and 34% have heard of Tenants and Residents Groups.

### **Property upgrades**

- Thinking about their last property upgrade, 86% of tenants were satisfied with the improvement provided whilst 8% were dissatisfied. Amongst those tenants who were dissatisfied with the service, improving the quality of work done, reducing the level of snagging/follow up repairs, and offering more choice around components are the main areas for enhancing the property upgrade programme.

### **Housing**

- Although most tenants (78%) are satisfied with the quality of their home, satisfaction varies by household composition e.g. the least satisfied households are those containing children (72% satisfied) and tenants who are aged 16 to 34 (72%), whilst the most satisfied tenants are households where the tenant is aged 75 plus (92%).
- Most tenants think that the inside of their properties could be improved by upgrading the bathroom (35%), improving the windows (32%) and improving the kitchen (29%). Thinking about the external parts of the home, tenants identify three main improvements i.e. improving open space maintenance (23%), improving gutters/pipes (19%), and improving fencing (18%).
- Approx. six in ten tenants (63%) agree that they can easily afford to heat their home whilst 28% disagree. Just over half of all tenants (57%) also say that their home is energy efficient; 24% disagree. Amongst those who disagree that their home is either energy efficient or is easy to heat, approx. half say that they are satisfied with housing quality; approx. one in three of this group however are dissatisfied with housing quality.

### **Repairs**

- Whilst 84% of tenants are satisfied with their last repair, satisfaction varies by location, property type and customer type e.g. 90% of tenants living in Glenrothes are satisfied with the repair service compared to 69% of tenants living in Kincardine.
- Ten percent of tenants were dissatisfied with their last repair identifying problems with the quality of the repair and repairs not being fully completed. In addition, amongst tenants who were dissatisfied with Kingdom Housing's service overall (10%), the principal cause of dissatisfaction was the repairs service (45%).

### **Rent**

- In relation to value for money, 72% of tenants agree that rent is good value for money whilst 28% think that their rent is not always good for money<sup>3</sup>. As might be anticipated, there is some variation in value for money perceptions by property type e.g. for tenants who live in 3A-4P mid terrace cottages (86% say rent is 'good value'). This

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<sup>3</sup> 16% say neither good nor poor and 12% say poor value

contrasts with a less positive view amongst tenants who have live in 2A-1P ground floor flats (61% say 'good value').

- The four main changes that would enhance value for money<sup>4</sup> are making internal property upgrades (27%), reducing rent levels and other charges (12%), upgrading the external parts of homes (8%) and improving the gardening/landscaping services (8%).

## **Neighbourhoods**

- Most tenants (83%) said that their neighbourhood was a good place to live although 10% said they were dissatisfied on this measure.
- Amongst the 10% of tenants who were dissatisfied with their neighbourhood, the main causes of dissatisfaction are anti-social behaviour (56%) and problems with drugs (50%).

## **Conclusion and Areas for Investigation**

### Conclusion

- On balance, this research has indicated that a majority of tenants are very or fairly satisfied with the overall service they receive from Kingdom Housing (84% are very or fairly satisfied overall). Aside from being satisfied overall, the majority of tenants are also satisfied with most aspects of the service provided e.g. the repairs service, being kept informed, housing quality, and contact.

### Areas for investigation

- Whilst overall satisfaction with Kingdom Housing's service is good (84%), some customers are less satisfied than others. In particular, younger tenants, employed tenants, and those with children at home tend to be less satisfied than other households. In addition, tenants living in High Valleyfield, Kincardine, St Andrews and first floor flats, tend to be less satisfied overall.
- Amongst the 10% of tenants who are dissatisfied with the service overall, the five areas that are seen as most requiring improvement are the repairs and maintenance service, dealing with anti-social behaviour, communications, quality of housing and the level of rent.
- On the measure of housing quality, satisfaction is 78% overall, but this varies once again customer type e.g. the least satisfied customers are households that contain children (72% satisfied), whilst amongst the most satisfied are retired tenants (89%). There is also variation on this measure by location e.g. 91% tenant satisfaction in Cowdenbeath compared to 55% in High Valleyfield.
- The main property improvements that tenants would like to see made to their homes (internally and externally) are improving the bathroom (35%), improving the windows (32%), improving the kitchen (29%), and (externally) improving open space maintenance (23%), improving the gutters/pipework (19%) and improving fencing (18%).
- Almost one in three tenants (28%) say they find it difficult to heat their home whilst 24% disagree that their home is energy efficient. Issues highlighted in the survey relating to a need to improve insulation (15%), heating systems (28%) and windows (32%), may be associated with the problems around affordability of heating and energy efficiency.

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<sup>4</sup> Base 317 tenants making a comment

- In relation to repairs and maintenance, satisfaction with this service varies by customer type e.g. 94% satisfaction for retired tenants compared to 80% for working tenants. Satisfaction on this measure also varies by property format and location e.g. 90% satisfaction amongst tenants living in Glenrothes compared to 69% for those living in Kincardine.
- Approx. one in ten tenants (11%) were dissatisfied with their last repair citing issues with the quality of the repair and incomplete repairs as relevant issues.
- Eight percent of tenants (8%) indicated that they were dissatisfied with a recent property upgrade with the quality of work done, snagging, and lack of choice on component materials being the three main causes of dissatisfaction with the improvement.
- Whilst most tenants (83% agree) that they were satisfied with contacting Kingdom Housing, there are some areas of customer contact that could merit further investigation e.g. amongst the 9% of tenants who were dissatisfied with their last contact, 44% were dissatisfied with the outcome of their enquiry, 34% said it took too long to deal with the issue, and 32% said they were not kept up to date with progress.
- In relation to tenant participation, a fairly high proportion of tenants (39%) said that they were 'neither satisfied nor dissatisfied' with opportunities to participate in the Association's decision making. This may signal a lack of awareness amongst some tenants of the opportunities that exist to take part in Kingdom Housing's decisions (or additionally, a degree of lack of interest in the topic). Making available options such as online surveys may be one way of engaging customers who are already using the Internet in the decision-making of Kingdom Housing.
- One in ten tenants (10%) are dissatisfied with their neighbourhood as a place to live mainly citing issues with anti-social behaviour, drug use/dealing, litter/rubbish, and car parking.
- Rent value for money (72%) is lower than was the case in 2016 (86%) and is also behind the RSL average (83%). Once again there is customer variation on this measure e.g. tenants who are likely to rate rent as being poor value include those who live in High Valleyfield (28 %say rent is poor value) and Kincardine (22%). This contrast with 7% of tenants living in West Fife Villages who say that rent is poor value for money.
- The main improvements that tenants feel could enhance rental value for money are upgrading the inside and outside of the house, reducing rents/charges and improving gardening services and landscaping.

## Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Kingdom Housing Association (Kingdom Housing) using a mixed survey methodology comprising e-mail, online, postal and telephone surveys. The survey was administered in two waves between 14<sup>th</sup> February 2019 and 28<sup>th</sup> March 2019. By the conclusion of the fieldwork period, 1,378 tenants had responded to the survey, representing 36% of the available survey sample.

### Survey responses by town/city

Table B shows the proportion of survey returns by town/city and illustrates for example that 13.4% of all returns were from tenants living in the City of Dunfermline, 10.3% from tenants living in Glenrothes etc. A comparison between the figures set out in table B and Kingdom Housing's tenant population indicates a fairly close match between the respondent profile by location and the population profile. For example, 10.3% of all survey respondents are located in Glenrothes compared to 10.2% of all tenants who live in this town. This gives us confidence that the survey results are a good representation of the population feedback by town/city, i.e. if all tenants had responded to the survey.

Table B – Survey sample by town/city (base 1,378)

<u>Town/city</u>	<u>% survey</u>	<u>Town/city</u>	<u>% survey</u>	<u>Town/city</u>	<u>% survey</u>
Alloa	0.4%	Falkirk	1.6%	Lumphinnans	0.4%
Anstruther	1.3%	Falkland	0.3%	Markinch	0.3%
Auchtermuchty	0.8%	Freuchie	0.3%	Methil	6.5%
Ballingry	0.7%	Glenrothes	10.3%	Methilhill	0.3%
Blairhall	0.1%	Grange of Lindores	0.2%	Milnathort	0.1%
Bonnybank	0.1%	Guardbridge	1.8%	Newburgh	0.4%
Buckhaven	2.8%	High Valleyfield	2.2%	Not stated	0.9%
Burntisland	0.4%	Inverkeithing	2.5%	Oakley	0.5%
Cairneyhill	0.7%	Kelty	0.7%	Perth	0.7%
Carnock	0.1%	Kennoway	1.7%	Pittenweem	0.7%
Cellardyke	1.2%	Kincardine	2.4%	Rosyth	0.9%
Coaltown of Wemyss	2.5%	Kingsbarns	0.2%	Springfield	0.8%
Cowdenbeath	2.7%	Kingskettle	0.3%	St Andrews	3.8%
Crail	0.9%	Kinross	0.3%	St Monans	0.6%
Crieff	0.5%	Kirkcaldy	10.6%	Tayport	2.2%
Crombie	0.4%	Largoward	0.6%	Thornton	0.7%
Crosshill	0.5%	Leslie	0.2%	Tullibody	2.5%
Cupar	4.0%	Leuchars	2.0%	Upper Largo	0.7%
Dunfermline	13.4%	Leven	1.7%	Wormit	0.6%
Dysart	0.3%	Lochgelly	0.3%	<b>Total</b>	<b>100.0%</b>
East Wemyss	0.4%	Lochore	0.9%		
Elie	0.4%	Lower Largo	0.7%		

### Survey responses by property format

Table C (property format) shows that 6.5% of all surveys returns were supplied by tenants living in 4A-5P Semi Detached Houses, whilst 5.7% of returns were provided by tenants living in 3A-4P Semi Detached Houses. Analysis shows that 7.5% of all Kingdom properties are 4A-5P Semi Detached Houses, whilst 5.7% are 3A-4P Semi Detached Houses suggesting a close match between the survey sample profile and the tenant population by property format. In table C, the designations 'house other' and 'flat other' represent property types where the level of returns was less than 2% e.g. the designation 'flat other' includes 1A-1P Bedsit First Floor Flats, 2A-1P Second Floor Flats etc.

Table C – Survey sample by property format (base 1,378)

Property type	% survey	Property type	% survey
House; 4A-5P Semi Detached House	6.5%	House; 4A-5P Mid Terrace House	3.2%
House; 3A-4P Semi Detached House	5.7%	Flat; 2A-1P First Floor Flat	2.7%
Flat; 3A-4P Ground Floor Flat	5.4%	House; 3A-4P End Terrace House	2.7%
Flat; 2A-2P Ground Floor Flat	5.3%	House; 2A-2P Mid Terrace Cottage	2.3%
Flat; 3A-3P Ground Floor Flat	5.3%	Flat; 2A-1P Ground Floor Flat	2.0%
Flat; 2A-2P First Floor Flat	5.1%	House; 2A-2P End Terrace Cottage	2.0%
House; 3A-4P Semi Detached Cottage	5.1%	House; 3A-4P Mid Terrace Cottage	2.0%
Flat; 3A-4P First Floor Flat	5.0%	House; Other	15.1%
Flat; 3A-3P First Floor Flat	4.8%	Flat; Other	7.6%
House; 3A-4P Mid Terrace House	4.2%	Not stated	0.9%
House; 3A-3P Semi Detached Cottage	3.8%	<b>Total</b>	<b>100.0%</b>
House; 4A-5P End Terrace House	3.3%		

Survey responses - demographics

A profile of the demographic characteristics of the survey responses is presented below, beginning with tenant age. Table D provides a breakdown of returned survey forms (% all surveys) by tenant age and shows for example that 12.6% of all of those providing a response were aged 25 to 34 whilst 22.9% were aged 45 to 54.

Table D –Survey sample by age of tenant (base 1,378)

Tenant age group	% all surveys	Tenant age group	% all surveys
16 to 24	4.1%	65 to 74	15.8%
25 to 34	12.6%	75 plus	9.6%
35 to 44	14.9%	Declined	1.0%
45 to 54	22.9%	<b>Totals</b>	<b>100%</b>
55 to 64	19.1%		

Table E illustrates the break-down of survey responses by household composition. This shows a range of household types for example, 24.4% of all households surveyed comprised one adult under 60 years of age, 20.7% comprised one adult aged 60 or over etc. Households containing children represent 27.3% of all Kingdom Housing households.

Table E –Survey sample by household composition base (1,378)

Household composition	% all surveys	Household composition	% all surveys
One adult under 60	24.4%	1 adult with children	15.5%
One adult aged 60 or over	20.7%	2 adults with children	11.0%
Two adults both under 60	7.3%	3 or more adults with children	0.8%
Two adults, at least one 60 or over	11.2%	Rather not say/other	4.9%
Three or more adults 16 or over	4.2%	<b>Totals</b>	<b>100%</b>

Most of the tenants surveyed (36.3%) described themselves as working whilst 25.1% said they were retired (table F). Note tenants could select more than one 'occupation' e.g. training and part-time work and therefore this table will sum to greater than 100%.

Table F – Survey sample by tenant ‘occupation’ (base 1,378)

<u>Occupation</u>	<u>% all surveys</u>	<u>Occupation</u>	<u>% all surveys</u>
Full or part time work	36.3%	Carer	5.2%
Retired	25.1%	Not seeking work/at home	3.6%
Unable to work	17.2%	Other e.g. student	6.6%
Job seeker	6.1%	Declined to say	2.8%

### Ethnicity

Most tenants (87.4%) described themselves as ‘White Scottish’ whilst 6.7% said they were ‘White British’. Two percent of tenants (2.0%) described themselves as White Polish. All other ethnic groups accounted for 3.9% of survey returns.

### Disability

In response to the question, ‘Do you have a disability or health condition which limits your daily activities or the work you can do?’, 44.8% of tenants replied ‘yes’, 48.6% said ‘no’ and 6.6% declined to say.

### Housing benefit

Approx. four in ten tenants (39.3%) receive full housing benefit whilst 16.4% receive part housing benefit. Most tenants (44.3%) pay full rent.

### Data accuracy

It is possible to estimate the accuracy of the tenant survey data with reference to a statistic called ‘margin of error’. The margin of error is the amount by which the quoted survey statistics could vary from the population statistics if a census (as opposed to a survey) had been carried out. Based on a response level of 1,378 questionnaires and given an effective tenant population of 3,778<sup>5</sup> the margin of error for the data quoted in this report is +-2.1%; note that the achieved level of error is well within the figure proposed by the Scottish Housing Regulator i.e. +-5%.

### Survey outcomes

The tenant satisfaction survey was administered using mixed methods comprising a telephone and postal questionnaire, e-mail survey, and online survey (with a URL embedded in the postal survey pack). The overall survey response was 36.4% (table F) comprising 1,378 questionnaire completions.

Table G – Survey outcomes

<u>Outcomes</u>	<u>Counts</u>	<u>% response</u>
Number of tenants included in the survey sample (wave 1 and 2)	3,778	-
<b>Number of responses</b>	<b>1,378</b>	<b>36%</b>

### Report layout

This report sets out the findings of the Tenant Satisfaction Survey following the order in which the survey questions were put to tenants. For each question, data tabulation is provided alongside the relevant commentary.

<sup>5</sup> Excludes 26 ‘Room in shared property’ tenants, most of whose questionnaires were returned by the unit managers

Where possible, we have compared the 2019 survey results with those of Kingdom Housing’s previous tenant satisfaction survey (2016 – 1,155 responses) and with the RSL average reported in the 2017-18 ARC data.

At various parts of the report we have analysed the survey data by property, location and customer segment. In the interest of making the tables and charts contained in the report as legible as possible some property type, location and customer information has been grouped into an ‘other’ category<sup>6</sup>. The other categories referred to in the report tables and charts are as follows (table H to table K).

Table H – Other House formats (comprising 208 cases)

<u>House other</u>	<u>House other</u>
House; 2A-1P End Terrace Cottage	House; 4A-4P Mid Terrace House
House; 2A-1P Mid Terrace Cottage	House; 4A-4P Semi Detached Cottage
House; 2A-1P Semi Detached Cottage	House; 4A-4P Semi Detached House
House; 2A-2P End Terrace House	House; 4A-5P Detached Cottage
House; 2A-2P Mid Terrace House	House; 4A-5P Detached House
House; 2A-2P Semi Detached Cottage	House; 4A-5P End Terrace Cottage
House; 2A-2P Semi Detached House	House; 4A-5P Semi Detached Cottage
House; 3A-3P Detached Cottage	House; 4A-6P Detached House
House; 3A-3P End Terrace Cottage	House; 4A-6P End Terrace House
House; 3A-3P End Terrace House	House; 4A-6P Mid Terrace House
House; 3A-3P Mid Terrace Cottage	House; 4A-6P Semi Detached House
House; 3A-3P Mid Terrace House	House; 5A-5P Detached House
House; 3A-3P Semi Detached House	House; 5A-6P Detached Cottage
House; 3A-4P Detached Cottage	House; 5A-6P Detached House
House; 3A-4P Detached House	House; 5A-6P End Terrace House
House; 3A-4P End Terrace Cottage	House; 5A-6P Semi Detached Cottage
House; 3A-4P Ground Floor Maisonette	House; 5A-6P Semi Detached House
House; 4A-4P Detached Cottage	House; 5A-7P End Terrace House
House; 4A-4P Detached House	House; 6A-9P End Terrace House
House; 4A-4P End Terrace House	House; Room in shared property (1 return)

Table I – Other Flat formats (comprising 105 cases)

<u>Flat other</u>	<u>Flat other</u>
Flat; 1A-1P Bedsit First Floor Flat	Flat; 3A-4P Ground Floor Maisonette
Flat; 2A-1P Second Floor Flat	Flat; 3A-4P Second Floor Flat
Flat; 2A-1P Third Floor Flat	Flat; 3A-4P Third Floor Flat
Flat; 2A-2P Second Floor Flat	Flat; 4A-4P First Floor Flat
Flat; 2A-2P Third Floor Flat	Flat; 4A-4P Second Floor Flat
Flat; 3A-2P First Floor Flat	Flat; 4A-5P Ground Floor Flat
Flat; 3A-3P Basement Flat	Flat; 4A-5P Second Floor Flat
Flat; 3A-3P First Floor Maisonette	Flat; 4A-6P First Floor Flat
Flat; 3A-3P Second Floor Flat	Flat; 4A-6P Ground Floor Flat
Flat; 3A-3P Third Floor Flat	

<sup>6</sup> The cut off point for allocating a property format and location return to another category is where the item represents less than 2% of all survey returns

Table J – Other area locations (comprising 395 cases)

- **Dunfermline area** (Crombie)
- **Glenrothes area** (Leslie, Markinch, Thornton)
- **Kirkcaldy area** (Dysart, Burntisland)
- **Methil-Leven area** (Bonnybank, Methilhill, East Wemyss, Lower Largo, Upper Largo, Kennoway)
- **West Fife Villages** (Carnock, Blairhall, Oakley, Cairneyhill, Rosyth)
- **Cowdenbeath area** (Lochgelly, Lumphinnans, Crosshill, Kelty, Ballingry, Lochore)
- **Perthshire** (Milnathort, Kinross, Crieff, Perth)
- **East Fife area** (Grange of Lindores, Kingsbarns, Falkland, Freuchie, Kingskettle, Elie, Newburgh, Largoward, St Monans, Wormit, Pittenweem, Auchtermuchty, Springfield, Crail, Cellardyke, Anstruther, Guardbridge)
- **Other area** (Alloa, Falkirk)

Table K – Other not working customer categories (comprising 217 cases)

- Carer
- Job seeker
- Not seeking work, including at home with children
- Student/training

### Rounding

The percentage figures used in this report have been rounded up or down e.g. a figure such as 24.5% has been rounded up to 25%. As a result of this rounding, total figures may not always sum to 100% in certain cases.

### Weighting

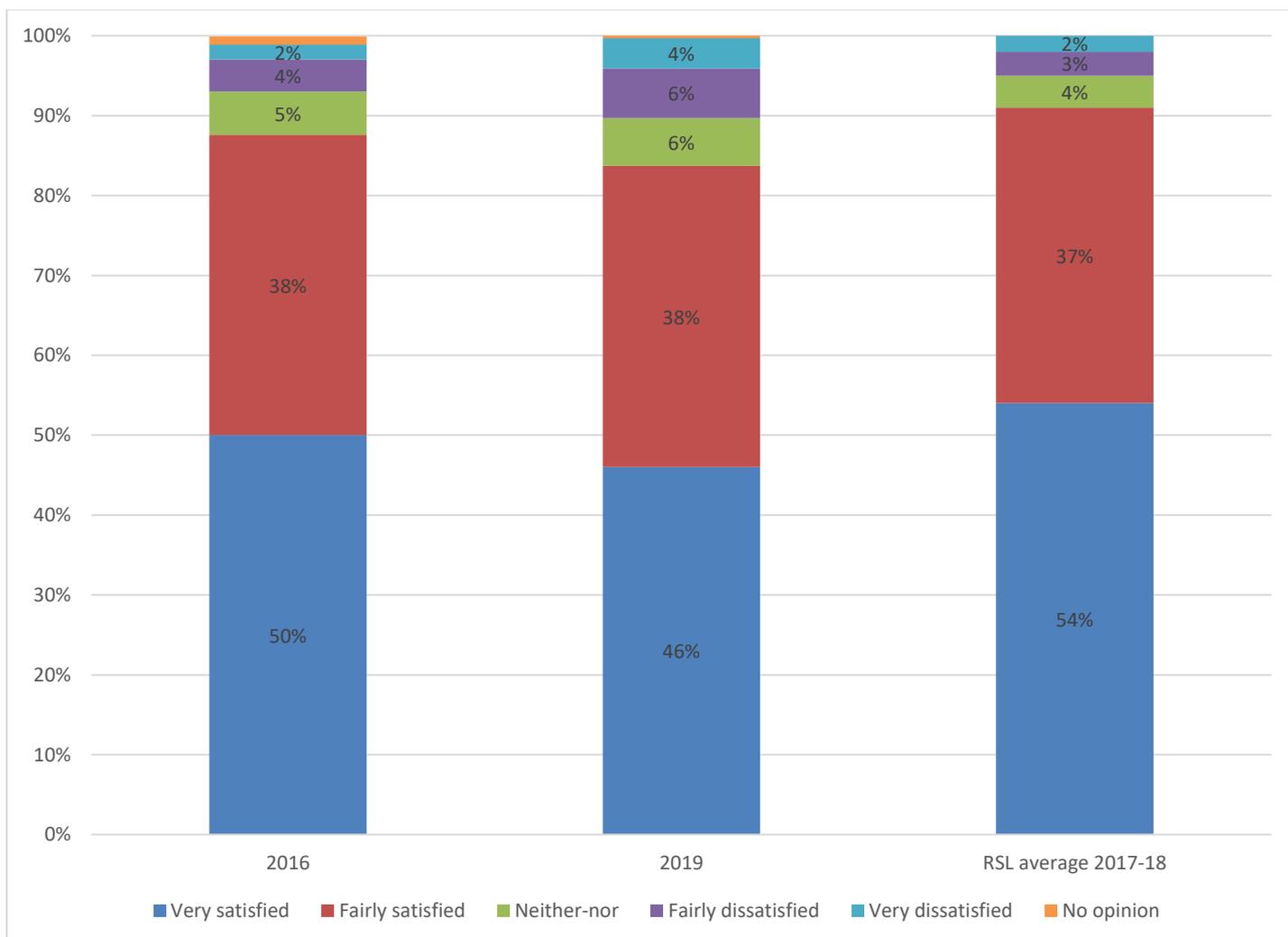
On the measures of property location, property format, and tenant demographic we would assess that the survey returns provide a representative sample of Kingdom Housing's tenant population and for this reason, the information set out in the body of this report is un-weighted.

## Overall tenant satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by Kingdom Housing Association (Kingdom Housing) and illustrates that 84% of tenants are satisfied in 2019 whilst 10% are dissatisfied. The 2019 satisfaction figure is 4% points lower than the figure recorded in 2016 (88%) and is also lower than the latest RSL average (91%)<sup>7</sup>.

Figure 1 –Satisfaction with the service provided by Kingdom Housing (base 1,378)

*Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Kingdom Housing Association?*



### Key segments

Overall tenant satisfaction varies somewhat by the segment of Kingdom Housing’s tenant population (table 1, table 2 and table 3).

### Location

For example, table 1 (location) shows that the most satisfied tenants are those living in the Dunfermline area (100% satisfied), Buckhaven (94%), the Glenrothes area (94%), and Inverkeithing (92%).

<sup>7</sup> Source ARC submissions May 2018

Conversely the least satisfied tenants are those who live in St. Andrews (76% satisfied), Kincardine (72%) and High Valleyfield (72%).

**Table 1 – Tenant satisfaction by location segment (base 1,378)**

*Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Kingdom Housing Association?*

<u>Location segment<sup>8</sup></u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
Dunfermline area	100%	-	-	-	-	-
Buckhaven	47%	47%	3%	3%	-	-
Glenrothes area	56%	38%	6%	-	-	-
Inverkeithing	43%	49%	9%	-	-	-
Coaltown of Wemyss	49%	42%	6%	3%	-	-
Tayport	52%	39%	3%	7%	-	-
Cowdenbeath	41%	49%	-	5%	5%	-
Methil	59%	29%	2%	7%	3%	-
West Fife Villages	55%	32%	7%	-	7%	-
Other area	43%	43%	4%	7%	4%	-
East Fife area	47%	38%	6%	5%	3%	1%
Glenrothes	44%	40%	9%	6%	1%	1%
Perthshire	30%	52%	9%	4%	-	4%
Methil-Leven area	53%	30%	5%	4%	8%	-
Leuchars	54%	29%	-	14%	4%	-
Kirkcaldy	45%	37%	5%	6%	6%	-
Dunfermline	43%	39%	8%	7%	4%	-
Tullibody	47%	34%	6%	6%	6%	-
Cowdenbeath area	46%	35%	8%	8%	2%	-
Kirkcaldy area	30%	50%	10%	10%	-	-
Cupar	42%	38%	2%	11%	6%	2%
St. Andrews	38%	38%	15%	4%	6%	-
Kincardine	42%	30%	3%	12%	12%	-
High Valleyfield	36%	36%	11%	18%	-	-
<b>All segments</b>	<b>46%</b>	<b>38%</b>	<b>6%</b>	<b>6%</b>	<b>4%</b>	<b>-</b>

Property type

In table 2, the most satisfied tenants tend to be housed in houses i.e. House; 3A-4P Semi Detached Cottage (95% satisfied), House; 2A-2P Mid Terrace Cottage (93%), House; 2A-2P End Terrace Cottage (89%), and House; 3A-4P Semi Detached House (89%).

Conversely the least satisfied households are those living in Flat; 3A-3P Ground Floor Flat (79% satisfied), Flat; 3A-3P First Floor Flat (79%), Flat; 2A-1P First Floor Flat (79%) and House; 3A-4P Mid Terrace House (78%).

<sup>8</sup> See table J for towns included in the Dunfermline area, Glenrothes area, Kirkcaldy area, Methil-Leven area, West Fife, Cowdenbeath area, Perthshire , East Fife and Other areas

Table 2 – Tenant satisfaction by property segment (base 1,378)

*Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Kingdom Housing Association?*

<u>Property segment</u> <sup>9</sup>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
House; 3A-4P Semi Detached Cottage	66%	29%	-	3%	2%	-
House; 2A-2P Mid Terrace Cottage	61%	32%	-	3%	3%	-
House; 2A-2P End Terrace Cottage	46%	43%	-	7%	4%	-
House; 3A-4P Semi Detached House	52%	37%	5%	5%	1%	-
Flat; 3A-4P Ground Floor Flat	41%	47%	6%	7%	-	-
Flat; 3A-4P First Floor Flat	33%	52%	9%	4%	1%	-
House; 3A-4P Mid Terrace Cottage	56%	30%	7%	4%	4%	-
House; 4A-5P Semi Detached House	36%	48%	5%	7%	3%	1%
House; Other	47%	37%	5%	8%	3%	-
Flat; 2A-2P Ground Floor Flat	49%	35%	7%	6%	4%	-
House; 4A-5P End Terrace House	49%	33%	7%	2%	9%	-
Flat; 2A-1P Ground Floor Flat	43%	39%	7%	4%	7%	-
Flat; 2A-2P First Floor Flat	46%	36%	10%	3%	5%	-
Flat; Other	45%	36%	6%	8%	6%	-
House; 3A-4P End Terrace House	47%	33%	6%	11%	3%	-
House; 3A-3P Semi Detached Cottage	44%	36%	8%	12%	-	-
House; 4A-5P Mid Terrace House	39%	41%	7%	9%	2%	2%
Flat; 3A-3P Ground Floor Flat	36%	43%	8%	6%	6%	1%
Flat; 3A-3P First Floor Flat	49%	30%	9%	6%	6%	-
Flat; 2A-1P First Floor Flat	49%	30%	8%	5%	8%	-
House; 3A-4P Mid Terrace House	46%	32%	9%	7%	5%	2%
<b>All segments</b>	<b>46%</b>	<b>38%</b>	<b>6%</b>	<b>6%</b>	<b>4%</b>	<b>-</b>

#### Customer type

In table 3, the most satisfied households tend to be older tenants (91% of those aged 75 plus are satisfied), retired (91%), and single person households (86%).

<sup>9</sup> See table H and I for property types included in flat other and house other

Conversely the least satisfied households are younger tenants aged 16-34 (75%), households containing children (80%), other not working households<sup>10</sup> (81%) and working households (82%).

**Table 3 – Tenant satisfaction by customer segment (base 1,378)**

*Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Kingdom Housing Association?*

<u>Customer segment</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
Retired	58%	33%	3%	3%	3%	-
75 plus	65%	26%	2%	3%	4%	-
55 to 74	49%	40%	5%	4%	2%	-
Housing Benefit /UC covers all of the rent	53%	35%	4%	4%	4%	-
Unable to work	49%	38%	5%	4%	3%	-
One-person household	50%	36%	5%	5%	4%	-
No children in household	49%	37%	5%	5%	4%	-
Disabled tenant	50%	35%	5%	6%	4%	-
Tenant not disabled	44%	40%	6%	6%	3%	-
Two- or more person household	44%	40%	7%	7%	3%	-
No Housing Benefit/UC	41%	41%	6%	7%	4%	-
35 to 54	42%	41%	5%	7%	5%	-
Housing Benefit/UC covers some of the rent	45%	37%	6%	10%	3%	-
Working	40%	42%	7%	8%	3%	-
Other not working	44%	37%	6%	7%	4%	1%
Children in household	41%	39%	7%	9%	3%	-
16 to 34	41%	34%	11%	10%	4%	-
<b>All segments</b>	<b>46%</b>	<b>38%</b>	<b>6%</b>	<b>6%</b>	<b>4%</b>	-

### **Dissatisfaction overall**

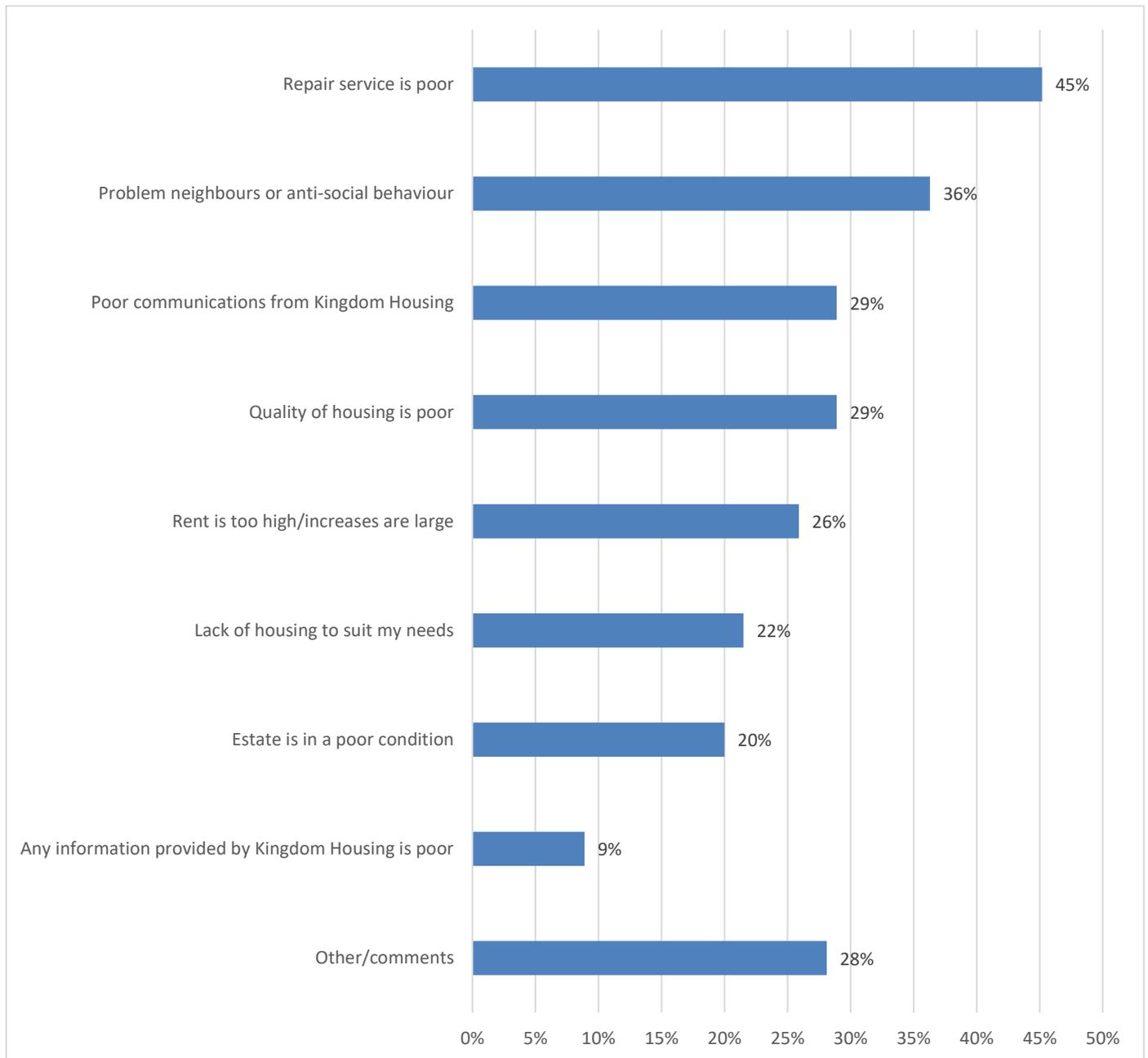
One hundred and thirty-five tenants (10%) indicated that they were very or fairly dissatisfied with Kingdom Housing’s service overall. Tables 1, 2 and 3 highlight which households are the most likely to be dissatisfied e.g. younger tenants aged 16-34 (14% dissatisfied), tenants living in Cupar (17%), Leuchars (18%), High Valleyfield (18%) and Kincardine (24%) etc.

As to why tenants might be dissatisfied with Kingdom Housing’s overall service, the reasons given are set out in figure 2. The illustrates that the repair service (45% of one-hundred and thirty-five tenants who are dissatisfied), anti-social behaviour/problem neighbours (36%), poor communications (29%), and the poor quality of housing (29%), are the four main causes of overall tenant dissatisfaction with Kingdom’s service.

<sup>10</sup> Cares, job seekers, stay at home/not working, and students/in-training (15% of all tenants)

Figure 2 – Dissatisfaction with the service provided by Kingdom (base 135)<sup>11</sup>

Q-Why are you dissatisfied with the overall service provided by Kingdom Housing Association?



Other comments relating to overall satisfaction

Twenty eight percent (28%) of tenants who were dissatisfied with the service overall highlighted another issue or commented on their cause of dissatisfaction. These comments are set out in table 4 and mainly centre around repairs, housing condition, and customer service issues.

<sup>11</sup> Note that some tenants identified more than one reason to be dissatisfied and as a result, this figure sums to more than 100%

Table 4 – Dissatisfaction with the service provided by Kingdom Housing

Q-Why are you dissatisfied with the overall service provided by Kingdom Housing Association? (Other)

Issue and/or comment	Town
Generally feel we are being ignored when we ask for repairs or deal with noise caused by neighbour.	Anstruther
My neighbour is a known drug dealer. Tenants in this street constantly complain but nothing is done. We now feel unsafe in our home.	Ballingry
I have had constant problems with the service provided by Gas Call.	Cowdenbeath
Still have a leak from tank.	Cowdenbeath
House is freezing, only one good radiator, no gas central heating, storage heaters cost a fortune to run. No heating in bathroom, kitchen blow heater is poor quality and expensive and unsightly.	Cupar
My house is full of black mould or a form of thick black dust that we are all breathing in, including our pets and it is making us unwell from allergies. This is runny noses to generally being unwell. My dog has been at the vet numerous times and is congested with breathing in this stuff. I've had to throw out stuff from the house due to blackness destroying pictures, lampshades, blinds etc. This has been ongoing for at least 7 to 10 years with different housing officers coming out with different theories and people from independent companies to give their take on it; meanwhile we are still in the property breathing in this stuff.	Cupar
Relying on contractors and not being able to make appointments for repairs to be carried out easily. The online system doesn't log the repair properly so you have to phone anyway.	Cupar
The whole heating issue i.e. electric storage heating.	Cupar
Boiler keeps going off, electric keeps tripping, repair around bath was badly done. Heating and hot water socket in kitchen hanging off wall. Shower is poor. Handles in bath are unsafe.	Dunfermline
Complaints not really dealt with and can't put in anonymous complaints when you're worried, as not guaranteed you won't be mentioned.	Dunfermline
Front door entry system always broken. People staying in flats that should not be there. Partying in all hours.	Dunfermline
Having sent several requests for repairs/complaints in the past and not received a reply. I've decided not to bother now.	Dunfermline
Houses are very run down and old fashioned for the rent that is charged.	Dunfermline
I had a wet room fitted (for which I was very grateful) but the water from the shower always went everywhere. Contractor came out with a sprit level and he said it wasn't done properly.	Dunfermline
Lack of double glazing and my bedroom faces onto the main road with no double glazing; it's very noisy. I sleep in my living room; I'm 64 years old, it's not right. I have enquired several times about this	Dunfermline
Severe abuse by psychopathic Kingdom technical officer and he just gets away with it. Kingdom will not have a meeting with me and left me extremely depressed. I am absolutely [annoyed] that he got to abuse me like that and still has his job. I am disgusted with Kingdom Housing. They do not give a damn about the damage they have done to me and are a completely impenetrable organization; even going through MPs achieved nothing and they refuse to communicate and only say I can go to SPSO. Also, other tech officer was rude to me in my home; horrendous organization and they completely refused to communicate with me or listen to any concerns over works in the property. Law centre and citizens advice also told me they have heard of them being horrendous in this way.	Dunfermline
I applied for a house while working in St. Andrews and was asked to choose 3 areas only including St. Andrews. But I was offered a flat in East Wemyss and told I would not be offered another property, so I had to accept. Since my application, I started a new job at Edinburgh Airport which now takes me a hour to travel there and an hour back. My travel costs are horrendous and it's become a long day. I don't get any peace and quiet because	East Wemyss

Issue and/or comment	Town
the couple and 2 children who live in the flat above bang there feet while they walk around. They also shout out the window, swearing at each other, bang doors, hang out the window smoking then throw their cigarette butts onto the front grass. I can't relax and can't complain to them because I live in my own and feel I would be attacked in revenge. I have never lived in an area where everyone is unemployed. I have only lived here since January and am already so depressed with it. I have tried to swap properties but nobody is interested; not just the flat, but the area. It would make my life much better if I was given a house, especially if one of the new houses in the Dunfermline area. I would appreciate your help, in fact anybody's help, but if not I may ask citizens advice for help or even write to my local MP for help because I can't live here or afford to live here anymore due to travel expenses. I so do not fit in either; nearly everyone in the houses around me are related and outsiders are not welcome. The couple in the flat across from me are moving out because they also feel unsafe living here.	
Heating, doors and windows are old and could do with being replaced; rent too high for what you get.	Glenrothes
Internal and external doors are in a shocking condition. External doors are very draughty and are a security risk by today's standards. Bathroom toilet takes up to 3 flushes to remove waste which has been reported and failure to fix. Bathroom toilet and sink need replaced and bath is so cheap it chips if toiletries fall on it! The internal woodwork is old, worn, and looks a mess to the point painters inform me it needs replaced. The warm air heating system is a nightmare. No filters on vents, dust everywhere, noisy, and I worry re increased risk of pulmonary fibrosis, Copd etc. I do my utmost not to use and am considering having the gas turned off and using plug in radiators although that would mean no hot water at all. House very dated internally other than kitchen. Windows have just been replaced although old windowsills remain which are not in the best condition, so seems to be a half-finished job in my opinion.	Glenrothes
When I phone for repairs, I don't get informed what time the workmen are coming out.	Glenrothes
Don't try to solve problems plus there are issues with parking and condensation.	Guardbridge
Doors needing replaced.	High Valleyfield
Still waiting on area officer coming out to property; four weeks, still waiting. Faults, damp, you name it. Water logged garden that we can only use for maybe 3 months out of a year. Broken gate, fence, etc.	High Valleyfield
A lot of trouble with my boiler. They came to "fix" it and about two weeks later, they have yet to come back.	Kincardine
Garden works promised every year never gets done. The area is a mess; both rubbish and neighbours gardens; get rats. Cars parked on kerbs and grit bins not filled in time.	Kirkcaldy
Noise and draughts through windows and doors.	Kirkcaldy
Repair men are under qualified. I have now gotten to the point I no longer want to phone up Kingdom when I need a repair as the work men always do a below average job. I am always 90 percent feeling angry and frustrated when they finish a job. I sent Kingdom a complaint e-mail regarding my toilet floor with pictures as there was a leak back in October or November 2018 but they never got back to me.	Kirkcaldy
Our kitchen is falling to bits and although we have been told it will be replaced this year, we should never have had to accept such a poor-quality kitchen for so long. It takes far too long for any repairs to happen.	Largoward
I think it's hard to get in touch with the right person with Kingdom. I feel like the buck gets passed on advice on getting a transfer. I was told I couldn't have a face to face meeting with anyone or have a point of contact.	Leuchars
Where I live has an adverse effect on my mental health. Kingdom know of the situation, but don't seem to be taking it seriously. I was advised by my clinical psychologist that she will be unable to help me while I live where I do. My bath fell through my kitchen ceiling on May 1st last year..... I am still waiting for the ceiling in my kitchen to be fixed properly. I have reported these repairs several times. I made a complaint about rubbish in my neighbour's	Leuchars

Issue and/or comment	Town
garden in September. I received notification that it would be moved within 4 weeks; the pile of beds and bedding is still there.	
I made a complaint about noisy neighbours. Housing officer implied that the problem is mine as I work anti-social hours. She ignored the fact that I am entitled to peace and quiet in my own home. I am currently changing job to one with sociable hours. Will contact KH again when not on unsociable hours.	Leven
Bad attitude on the phone.	Methil
I have asked for help for someone to come out and when it was arranged, it was for an inconvenient time. The service desk has caused me problems by not logging notes onto my account for the rent department which has resulted in a court case, at an inconvenient time. Again all lacking in communication.	Newburgh
Mould painted over and not addressed. Rusty pipe not addressed. Had someone out whose answer is to paint over them! Next door neighbour is a nightmare. Painters who decorated before I moved in made a complete and utter mess. Painted over mould and looked like a child did it.	Rosyth
My grit/salt bin has been removed. I live at the highest point in Crescent and I am the only one who cleans snow/ice etc. Please replace!	St Andrews
[HO name removed] lied to me about the local drink and drug problem at commencement of my tenancy. I have wanted out of here for 5 years!	St Monans
Kids allowed to play football outside my window and smash balls off them most of the day and all Kingdom does is put up at sign. Repairs are shocking. I have a sink that's not even attached to the wall properly and a door lock that half works. And they let my new upstairs neighbours (has a 2-year-old child) have laminate flooring!	Tayport
Repairs to leaking toilet still not been repaired and leaking pipe leading to outside tap still not repaired. Been outstanding for at least 6 months; no plumber attended and no cards left to say, 'missed you'.	Tullibody

## Housing quality and investment

Tenant satisfaction with the quality of the home is set out in table 5 and illustrates that 78% of households are satisfied with their home in 2019 whilst 13% are dissatisfied. In 2016, 84% of tenants were satisfied with the quality of their home suggesting that on this measure, tenants are now less satisfied than previously. The 2017-18 RSL average for this measure was 89% satisfied and 6% dissatisfied.

Table 5 – Satisfaction with housing quality (base 1,378)

*Q - Overall, how satisfied or dissatisfied are you with the quality of your home?*

<u>Year - benchmark</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
<b>2019</b>	<b>38%</b>	<b>40%</b>	<b>9%</b>	<b>10%</b>	<b>3%</b>
2016	47%	37%	8%	5%	3%
RSL average 2017-18	51%	38%	5%	4%	2%

We have analysed tenant satisfaction with housing quality by property type and find some degree of variation e.g. 93% satisfied for tenants living in House; 2A-2P End Terrace Cottage homes, contrasted with 63% satisfaction for those living in Flat; 2A-1P Ground Floor Flat properties - (table 6).

Table 6 – Satisfaction with housing quality by property type (base 1,378)

*Q - Overall, how satisfied or dissatisfied are you with the quality of your home?*

<u>Property segment</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
House; 2A-2P End Terrace Cottage	39%	54%	-	4%	4%
House; 3A-4P Mid Terrace Cottage	48%	44%	4%	4%	-
Flat; 3A-4P Ground Floor Flat	44%	44%	7%	6%	-
House; 2A-2P Mid Terrace Cottage	34%	50%	9%	6%	-
House; 3A-4P Semi Detached Cottage	48%	36%	6%	5%	5%
Flat; 3A-3P Ground Floor Flat	29%	52%	6%	11%	3%
Flat; 2A-2P First Floor Flat	38%	42%	9%	9%	2%
House; 3A-4P End Terrace House	40%	40%	9%	6%	6%
Flat; Other	33%	46%	10%	11%	1%
House; 3A-4P Semi Detached House	36%	42%	10%	8%	4%
Flat; 2A-2P Ground Floor Flat	45%	33%	12%	7%	3%
House; Other	40%	37%	7%	11%	5%
Flat; 3A-4P First Floor Flat	39%	37%	12%	9%	3%
House; 4A-5P Semi Detached House	27%	47%	8%	16%	2%
Flat; 3A-3P First Floor Flat	35%	37%	14%	9%	5%
House; 4A-5P Mid Terrace House	37%	35%	5%	16%	7%
House; 3A-4P Mid Terrace House	31%	40%	13%	16%	
House; 3A-3P Semi Detached Cottage	35%	35%	6%	21%	2%
House; 4A-5P End Terrace House	35%	35%	9%	15%	7%
Flat; 2A-1P First Floor Flat	34%	34%	11%	17%	3%
Flat; 2A-1P Ground Floor Flat	30%	33%	19%	15%	4%
<b>All property types</b>	<b>38%</b>	<b>40%</b>	<b>9%</b>	<b>10%</b>	<b>3%</b>

Table 7 sets out housing quality satisfaction by location and illustrates that tenants living in Cowdenbeath (91% satisfied), Perthshire (87%), Coaltown of Wemyss (85%) and Tullibody (85%) are the most satisfied with housing quality whilst the least satisfied are those living in St. Andrews (73%), Kincardine (73%), the Kirkcaldy area (70%) and High Valleyfield (45%).

Table 7 – Satisfaction with housing quality by location (base 1,378)

*Q - Overall, how satisfied or dissatisfied are you with the quality of your home?*

<u>Location segment</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Cowdenbeath	31%	60%	3%	6%	-
Perthshire	41%	46%	9%	5%	-
Coaltown of Wemyss	38%	47%	9%	6%	-
Tullibody	38%	47%	3%	13%	-
Kirkcaldy	38%	44%	8%	7%	3%
Glenrothes area	50%	31%	-	19%	-
West Fife Villages	39%	42%	7%	10%	3%
Tayport	43%	37%	3%	13%	3%
Dunfermline area	40%	40%	20%	-	-
East Fife area	46%	34%	8%	11%	1%
Methil	39%	39%	12%	8%	2%
Other area	41%	37%	11%	4%	7%
Methil-Leven area	35%	43%	7%	11%	5%
Inverkeithing	46%	31%	14%	9%	-
Cowdenbeath area	55%	21%	15%	9%	-
Glenrothes	37%	39%	12%	9%	4%
Buckhaven	36%	39%	14%	11%	-
Leuchars	32%	43%	7%	14%	4%
Dunfermline	34%	41%	6%	14%	5%
Cupar	28%	46%	6%	15%	6%
St. Andrews	29%	44%	8%	15%	4%
Kincardine	27%	46%	12%	6%	9%
Kirkcaldy area	20%	50%	30%	-	-
High Valleyfield	10%	45%	14%	24%	7%
<b>All locations</b>	<b>38%</b>	<b>40%</b>	<b>9%</b>	<b>10%</b>	<b>3%</b>

Customer segment

Housing quality satisfaction by customer segment is shown in table 8 and indicates that satisfaction with housing quality is highest amongst older (92%) and retired tenants (89%) and lowest amongst working tenants (73%), tenants with children (72%), and tenants aged 16 to 34 (72%). We would note also that approx. one in five tenants with children at home (18%) are dissatisfied with housing quality. This compares to an average dissatisfaction figure of 13%.

Table 8 – Satisfaction with housing quality by customer segment (base 1,378)

Q - Overall, how satisfied or dissatisfied are you with the quality of your home?

<u>Customer segment</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
75 plus	52%	40%	3%	3%	2%
Retired	46%	43%	5%	5%	1%
55 to 74	39%	43%	7%	9%	2%
One-person household	42%	39%	7%	8%	3%
HB /UC covers all of the rent	45%	37%	8%	7%	3%
No children in household	40%	41%	8%	9%	2%
Disabled tenant	43%	36%	8%	9%	4%
Unable to work	45%	34%	10%	9%	4%
Tenant not disabled	34%	43%	9%	11%	3%
Other not working	41%	36%	8%	11%	4%
No Housing Benefit/UC	30%	46%	9%	13%	3%
HB/UC covers some of the rent	42%	33%	8%	12%	4%
Two-or more person household	33%	42%	9%	12%	4%
35 to 54	35%	38%	10%	13%	4%
Working	29%	44%	11%	13%	4%
16 to 34	33%	39%	12%	12%	4%
Children in household	32%	40%	10%	13%	5%
<b>All customers</b>	<b>38%</b>	<b>40%</b>	<b>9%</b>	<b>10%</b>	<b>3%</b>

#### Improvement items-internal and external components

In relation to internal property improvements, figure 3 shows that improving bathroom (35%), improving windows (32%), improving the kitchen (29%), improving boiler/heating systems (28%), and improving external doors (27%), are tenants' top four priorities for internal upgrades. The 'other' category details (13%) are set out in annex 1 and make reference to doors, sound insulation, kitchens and radiators.

Nineteen percent of tenants (19%) said that nothing needed improved within the home.

Figure 4 illustrates the priorities that tenants have for improving the external parts of their home. This figure shows that the four main improvements needed are: improving open space maintenance e.g. grass cutting, pruning shrubs, bin store maintenance etc. (23%); improving the gutters and external pipework (19%); improving the fencing (18%) and improving parking (17%). The other category comments (9%) are set out in annex 2 and mainly make reference to gardens, parking and bins.

Approx. one in four tenants (26%) said that nothing needed improved outside the home.

Figure 3 – Internal improvement items (base 1,378)

Q- Which 4 items from the list below do you think are priorities for improving the inside of your home?

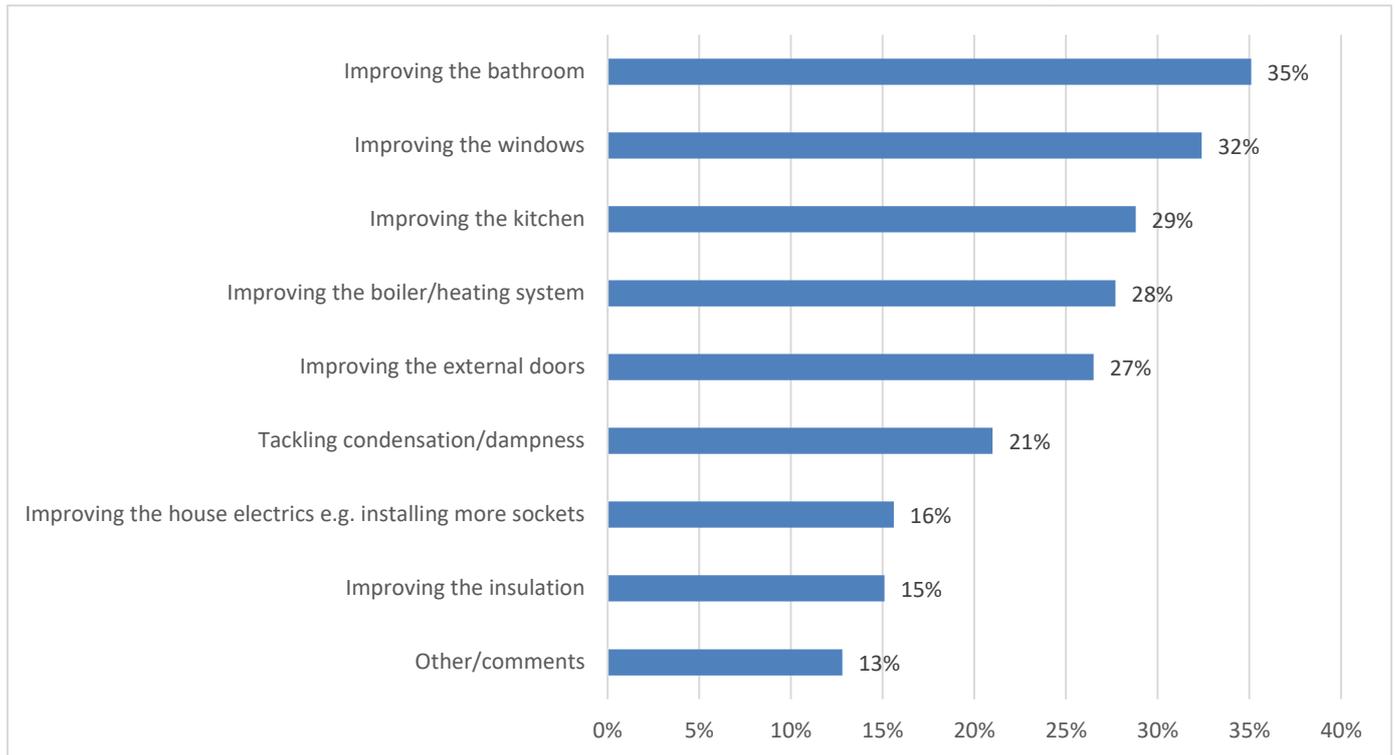
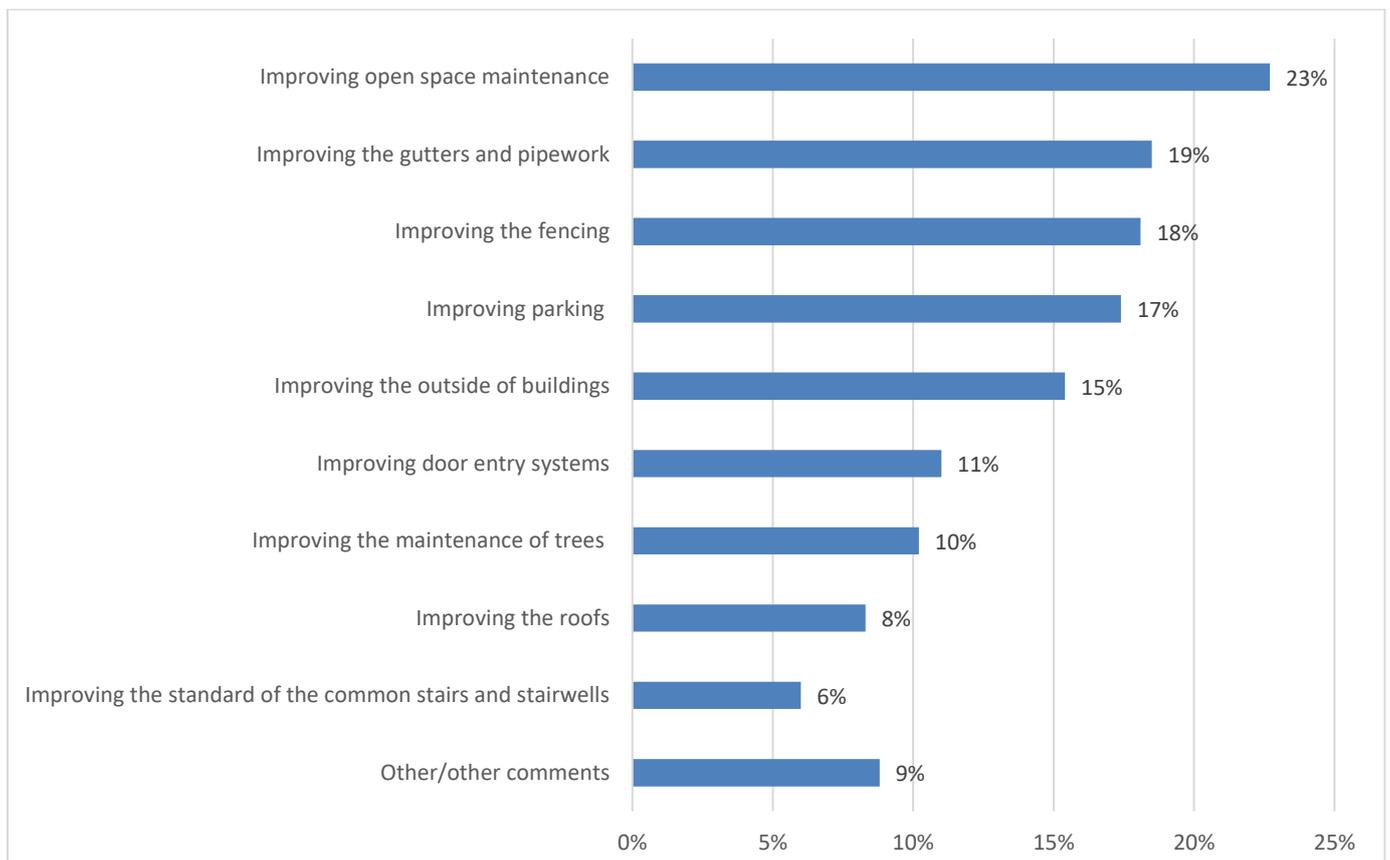


Figure 4 – External improvement items (base 1,378)

Q- Which 4 items from the list below do you think are priorities for improving the area / services outside your home, including any shared or common areas?



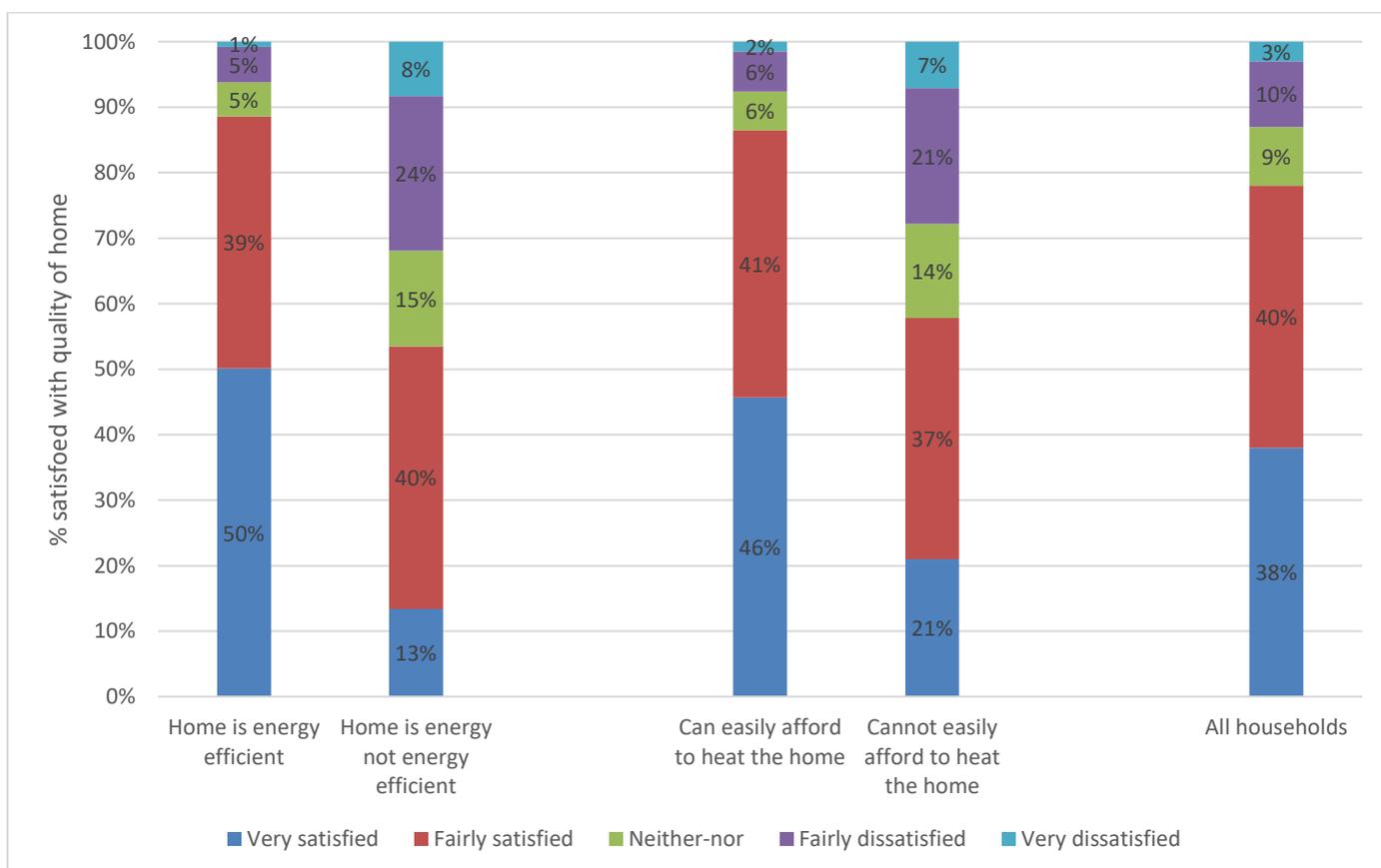
## Energy efficiency and heating the home

Most tenants (57%) said that their home was energy efficient whilst 24% disagreed and 19% answered 'don't know'. In relation to heating affordability, 63% agreed that they could easily afford to heat their home but 28% disagreed and 9% answered 'don't know'.

Tenants' views on these two items have a significant bearing on their rating of housing quality overall as illustrated in figure 5 which shows for example that amongst tenants who say that their home is energy efficient, 89% are satisfied with the quality of their home compared to 53% who say that their home is not energy efficient. A similar result is evident for heating affordability with 87% of those who say they can easily afford to heat their home being satisfied with housing quality compared to 58% who say that their home heating is not affordable.

**Figure 5 – Satisfaction with quality of home compared with efficiency and heating affordability (base 1,378)**

*Q - Overall, how satisfied or dissatisfied are you with the quality of your home?*



## Investment in housing

Approx. one in three tenants (30%) said that their home had been improved during the last 2 years. More than eight in ten of these tenants (86%) said they were satisfied with this improvement (8% were dissatisfied) – table 9.

**Table 9 – Satisfaction with property improvement (base 414)**

*Q - Overall, how satisfied or dissatisfied are you with this improvement?*

<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
57%	29%	5%	5%	3%	1%

Thirty-four tenants (8%) said that they were dissatisfied with their home improvement and their reasons for this view are set out in table 10. This shows that quality of works done (62%) and 'too much snagging' (44%) were the two main reasons for dissatisfaction, although approx. one on four tenants within this group (26%) made another comment explaining their reasons for dissatisfaction and these have been set out in table 11 by location.

Table 10 – Dissatisfaction with property improvement (base 34)

*Q - Why were you dissatisfied with this improvement?*

<u>Issue</u>	<u>% of those saying dissatisfied</u>	<u>Improvement type</u>
Work done was of poor quality	62%	New bathroom, new kitchen units, new doors, new boiler, new patio doors, new windows.
Too much snagging/follow up repairs	44%	New doors, new kitchen, new bath, new boiler, bathroom, new front and back door, new patio doors, wiring upgrade.
Limited/no choice given on materials used, design, layout	38%	New kitchen, heating controls, boiler, new bathroom, new doors.
Lack of communication from Kingdom HA staff	27%	New kitchen units, new doors, new kitchen, bathroom, new windows, boiler.
Work took too long to complete	27%	New bath, new boiler, bathroom, new kitchen.
Other comments (table 11)	26%	New bathroom, new radiators, new kitchen, heating control, new boiler, new doors and windows.

Table 11 – Dissatisfaction with property improvement (base 9)

*Q - Why were you dissatisfied with this improvement (other)*

<u>Other issue</u>	<u>Town</u>
Given a photo copied piece of faint picture of colours of kitchen which was very hard to decide if it's what I would have wanted and ended up getting something I didn't ask for as they'd run out of the choice I'd made! Cupboards are totally impractical unless your 6 feet tall!	Buckhaven
Heating controls are not suited for a disabled person with limited hand movements	Falkirk
Radiators installed but there's no On/Off switch or timer.	Glenrothes
Still not completed.	Kincardine
Complained about things and got no reply.	Kirkcaldy
Follow up repairs needed to tiles etc.	Methil
Had an issue. I phoned up about it and no one passed it onto repairs.	Methil
I have not received the new kitchen yet due to lack of communication between yourself and contractor. Too much red tape because of housing unit for oven. Manager in charge of new kitchens was brash and told me I even had to have permission to put up wallpaper, due to the problem and time delay. I have not even seen him since which doesn't make for good relations or understanding.	Methilhill
New kitchen shelf collapsed and there's a leak under sink.	St Andrews

## Repair service

Most tenants (74%) have instructed a repair during the last year.

As illustrated in figure 6, in 2019, 84% of tenants were satisfied with their last repair (carried out in the last year), whilst 11% were dissatisfied. The 2019 figure for repair service satisfaction is 2% points lower than the figure recorded in 2016 (86%). The RSL average is 94% satisfied although this figure includes repair transactional data.

Figure 6 – Satisfaction with last repair (in last year) (base 1,018)

*Q - Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by Kingdom Housing?*

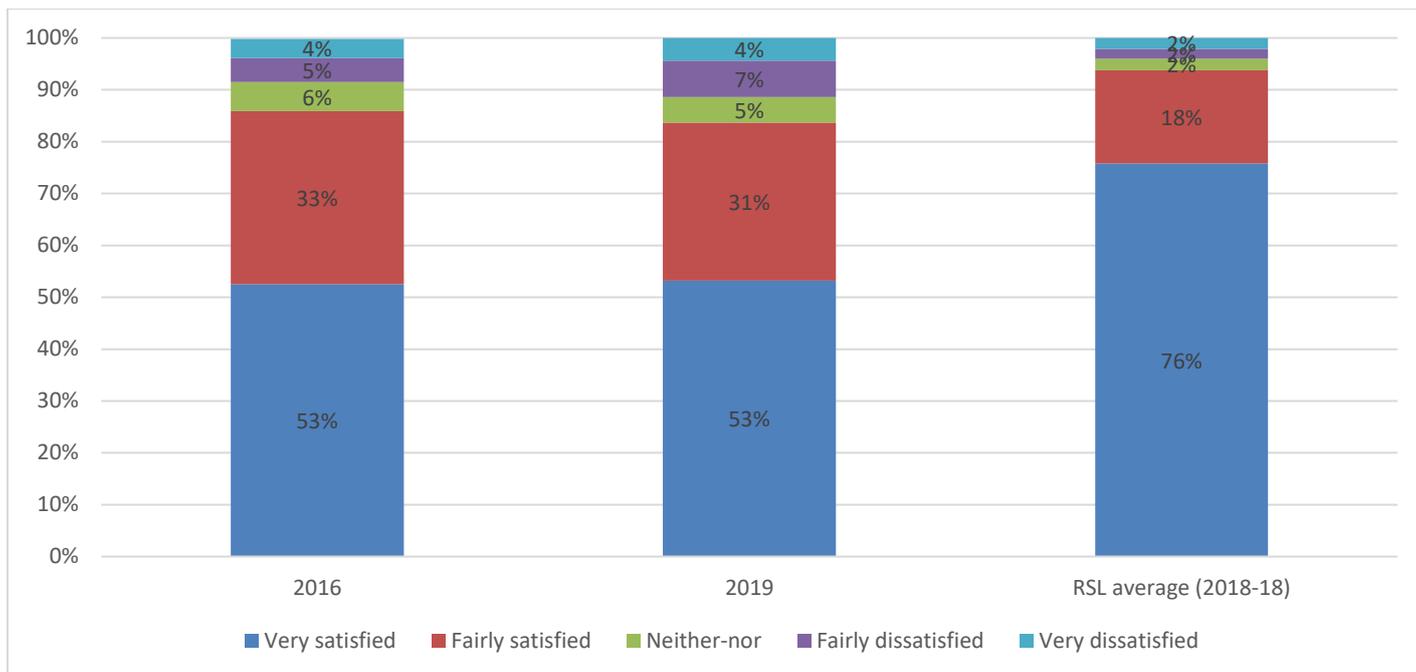


Table 12 shows that retired tenants are the most satisfied with the repair service (94% satisfied) whilst the least satisfied are working tenants (80%).

Table 12 – Repair service satisfaction by working status (base 1,018)

*Q - Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by Kingdom Housing?*

<u>Working status</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Retired	66%	28%	1%	3%	2%
Unable to work	57%	28%	4%	8%	3%
Other not working	48%	33%	7%	9%	5%
Working	48%	32%	8%	8%	5%
<b>All tenants</b>	<b>53%</b>	<b>31%</b>	<b>5%</b>	<b>7%</b>	<b>4%</b>

Satisfaction with the repair service varies by tenant location (table 13) e.g. tenants in the Glenrothes area (100% satisfied), Dunfermline area (100%) and Glenrothes (90%) are the most satisfied with their last repair, whilst the least satisfied tenants by location are those living in West Fife Villages (78%), Tayport (76%), Tullibody (70%) and Kincardine (69%).

**Table 13 – Repair service satisfaction by location (base 1,018)**

*Q - Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by Kingdom Housing?*

<u>Location segment</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Glenrothes area	83%	17%	-	-	-
Dunfermline area	100%	-	-	-	-
Glenrothes	54%	36%	6%	5%	-
Buckhaven	63%	26%	7%	4%	-
Methil	62%	26%	4%	4%	4%
Cowdenbeath	49%	39%	-	6%	6%
East Fife area	48%	39%	2%	6%	6%
Coaltown of Wemyss	55%	31%	-	7%	7%
Kirkcaldy area	57%	29%	14%	-	-
Perthshire	23%	62%	8%	8%	-
Cowdenbeath area	61%	23%	3%	10%	3%
Methil-Leven area	60%	23%	4%	10%	2%
Kirkcaldy	53%	30%	7%	7%	4%
Dunfermline	51%	31%	7%	9%	3%
Cupar	56%	26%	5%	7%	7%
Other area	56%	25%	6%	6%	6%
High Valleyfield	39%	42%	4%	-	15%
St. Andrews	51%	29%	7%	7%	7%
Leuchars	52%	26%	13%	9%	-
Inverkeithing	44%	35%	-	17%	4%
West Fife Villages	48%	30%	-	9%	13%
Tayport	57%	19%	-	14%	10%
Tullibody	44%	26%	15%	7%	7%
Kincardine	50%	19%	4%	15%	12%
<b>All locations</b>	<b>53%</b>	<b>31%</b>	<b>5%</b>	<b>7%</b>	<b>4%</b>

#### Property format

Tenant satisfaction with the repair service by property format is shown in table 14 and indicates that the most satisfied tenants by property type are those living in houses e.g. House; 2A-2P Mid Terrace Cottage (100% satisfied), House; 2A-2P End Terrace Cottage (100%) and House; 3A-4P Mid Terrace Cottage (100%). The least satisfied tenants by property type are those residing in House; 4A-5P End Terrace Houses (75%), Flat; 3A-4P First Floor Flat (71%), Flat; 2A-1P First Floor Flat (69%) and House; 3A-4P End Terrace House (67%).

Table 14 – Repair service satisfaction by property type (base 1,018)

Q - Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by Kingdom Housing?

<u>Property segment</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
House; 2A-2P Mid Terrace Cottage	70%	30%	-	-	-
House; 2A-2P End Terrace Cottage	63%	37%	-	-	-
House; 3A-4P Mid Terrace Cottage	56%	44%	-	-	-
Not stated	100%	-	-	-	-
House; 3A-3P Semi Detached Cottage	45%	45%	5%	-	5%
House; 3A-4P Semi Detached House	55%	35%	3%	4%	3%
Flat; 3A-4P Ground Floor Flat	50%	39%	4%	7%	-
Flat; 2A-2P First Floor Flat	55%	34%	2%	9%	-
House; 3A-4P Semi Detached Cottage	63%	25%	3%	2%	7%
House; 4A-5P Semi Detached House	40%	44%	7%	4%	4%
Flat; 2A-1P Ground Floor Flat	63%	21%		16%	
House; 3A-4P Mid Terrace House	55%	30%	7%	2%	7%
Flat; 3A-3P Ground Floor Flat	51%	33%	6%	7%	4%
Flat; 2A-2P Ground Floor Flat	55%	28%	3%	10%	5%
Flat; Other	49%	32%	7%	6%	6%
Flat; 3A-3P First Floor Flat	54%	26%	4%	9%	7%
House; Other	59%	21%	4%	10%	6%
House; 4A-5P Mid Terrace House	34%	43%	9%	9%	6%
House; 4A-5P End Terrace House	53%	22%	6%	13%	6%
Flat; 3A-4P First Floor Flat	41%	30%	15%	9%	4%
Flat; 2A-1P First Floor Flat	46%	23%		18%	14%
House; 3A-4P End Terrace House	56%	11%	11%	15%	7%
<b>All property segments</b>	<b>53%</b>	<b>31%</b>	<b>5%</b>	<b>7%</b>	<b>4%</b>

#### Dissatisfaction with repairs

Considering tables 12,13 and 14, we can see that the tenants who are most dissatisfied with the repair service are:

- ✓ Inverkeithing based tenants (21% dissatisfied with the last repair)
- ✓ West Fife Villages based tenants (22%)
- ✓ Tenants living in House; 3A-4P End Terrace House homes (22%)
- ✓ Tayport based tenants (24%)
- ✓ Kincardine based tenants (27%)
- ✓ Tenants living in Flat; 2A-1P First Floor Flat homes (32%).

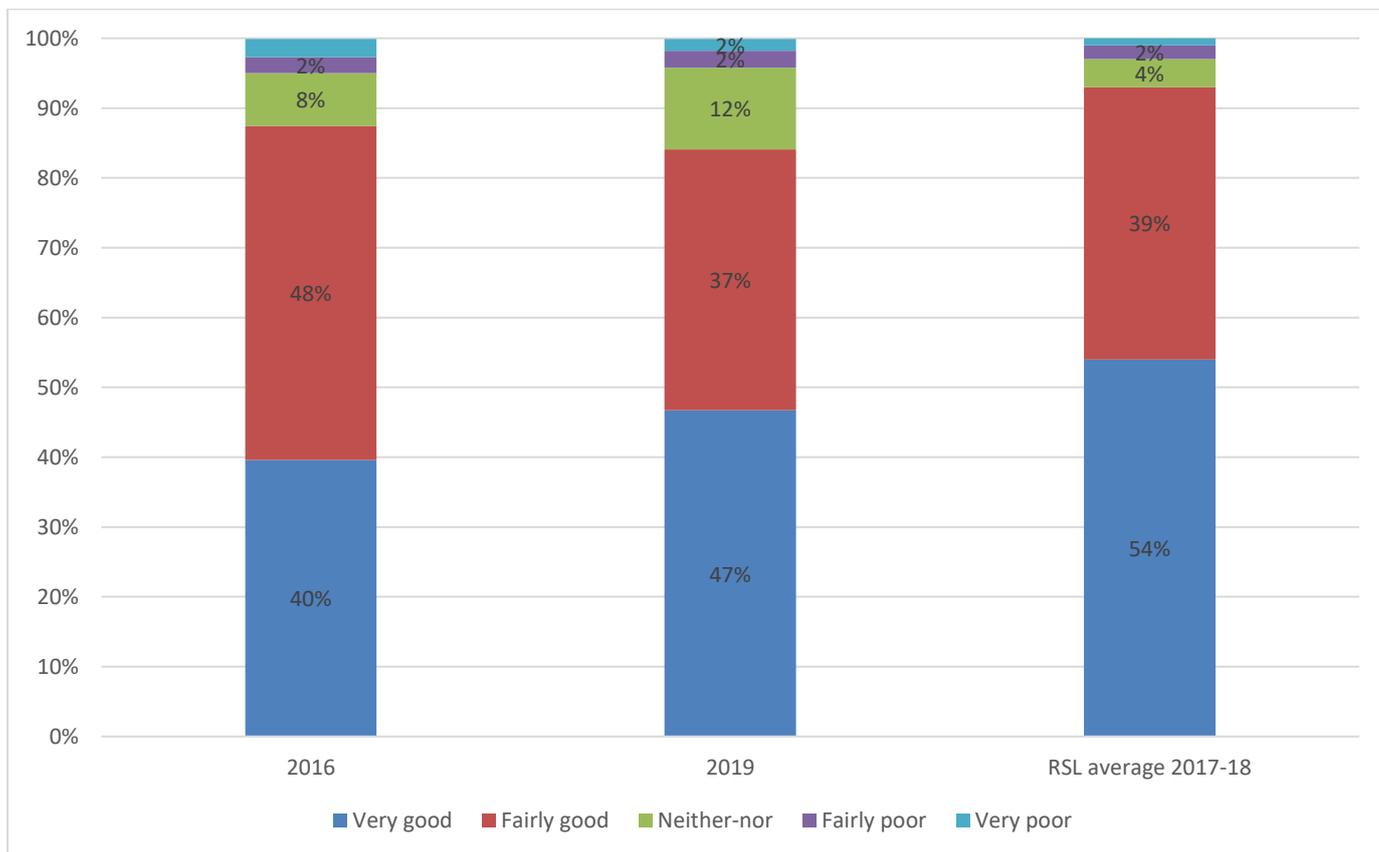
Tenants reasons to be dissatisfied with their last repair are set out by town in annex 3 and include several comments relating to the quality of the repair, incomplete repairs, and also to boiler fix problems.

## Information, contacting Kingdom Housing and participation

On balance, 84% of tenants rate Kingdom Housing’s capacity to keep them informed about services and decision as either very good or fairly good; approx. 4% of tenants rate Kingdom Housing as poor in this area in 2019 (figure 7). The results for 2019 are lower than those recorded during the 2016 survey (88% saying ‘good’) and are also lower than the RSL average for this measure (93%).

**Figure 7 –Tenant satisfaction with being kept informed (base 1,378)**

*Q - How good or poor do you feel Kingdom Housing is at keeping you informed about their services and decisions?*



### Customer segmentation

Table 15 shows which locations are more or less positive about being kept informed. As illustrated, tenants who live in the Glenrothes area (100% say ‘good’), the Dunfermline area (100%), Other areas (93%), and Cupar (92%) are the most positive customers on this measure.

The least positive are those living in Kirkcaldy (79%), West Fife Villages (76%), Leuchars (70%) ad Kincardine (69%). Across all tenants, it is worthy of note that 12% answered ‘neither-nor’ to this question which may indicate a lack of awareness of Kingdom Housing’s tools for keeping tenants informed. This figure compares with a RSL average of 4% saying ‘neither-nor’.

Table 15 – Being kept informed by location (base 1,378)

Q - How good or poor do you feel Kingdom Housing is at keeping you informed about their services and decisions?

<u>Location segment</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
Glenrothes area	69%	31%	-	-	-
Dunfermline area	100%	-	-	-	-
Other area	41%	52%	4%		4%
Cupar	50%	42%	4%	2%	2%
Kirkcaldy area	20%	70%	10%	-	-
Cowdenbeath area	48%	42%	8%	-	2%
East Fife area	48%	40%	11%	1%	1%
Methil	56%	31%	8%	5%	-
Perthshire	39%	48%	13%	-	-
Glenrothes	46%	41%	11%	1%	2%
St. Andrews	39%	47%	8%	2%	4%
Cowdenbeath	47%	39%	8%	3%	3%
Inverkeithing	51%	34%	14%	-	-
Coaltown of Wemyss	47%	38%	9%	6%	-
Tayport	52%	32%	10%	7%	-
Buckhaven	46%	38%	14%	3%	-
High Valleyfield	29%	54%	18%	-	-
Tullibody	52%	30%	12%	6%	-
Dunfermline	41%	39%	14%	4%	2%
Methil-Leven area	58%	23%	11%	1%	7%
Kirkcaldy	46%	33%	17%	2%	2%
West Fife Villages	53%	23%	17%	7%	-
Leuchars	44%	26%	22%	7%	-
Kinross	30%	39%	21%	3%	6%
<b>All customers</b>	<b>47%</b>	<b>37%</b>	<b>12%</b>	<b>2%</b>	<b>2%</b>

#### Customer type

Analysis by customer type indicates that tenants who are aged 75 plus (92% say 'good') or who are retired (90%) are more likely to be satisfied with being kept informed than tenants who are aged 16 to 34 (78%) or who say they are 'Other not working' (82%).

#### **Contacting Kingdom Housing**

Most tenants (87%) have contacted Kingdom Housing during the last 12 months. These tenants preferred method of contact is telephone (78%), followed by e-mail (13%) (table 16).

Table 16 – Preferred contact method (base 1,165 – contact last year only)

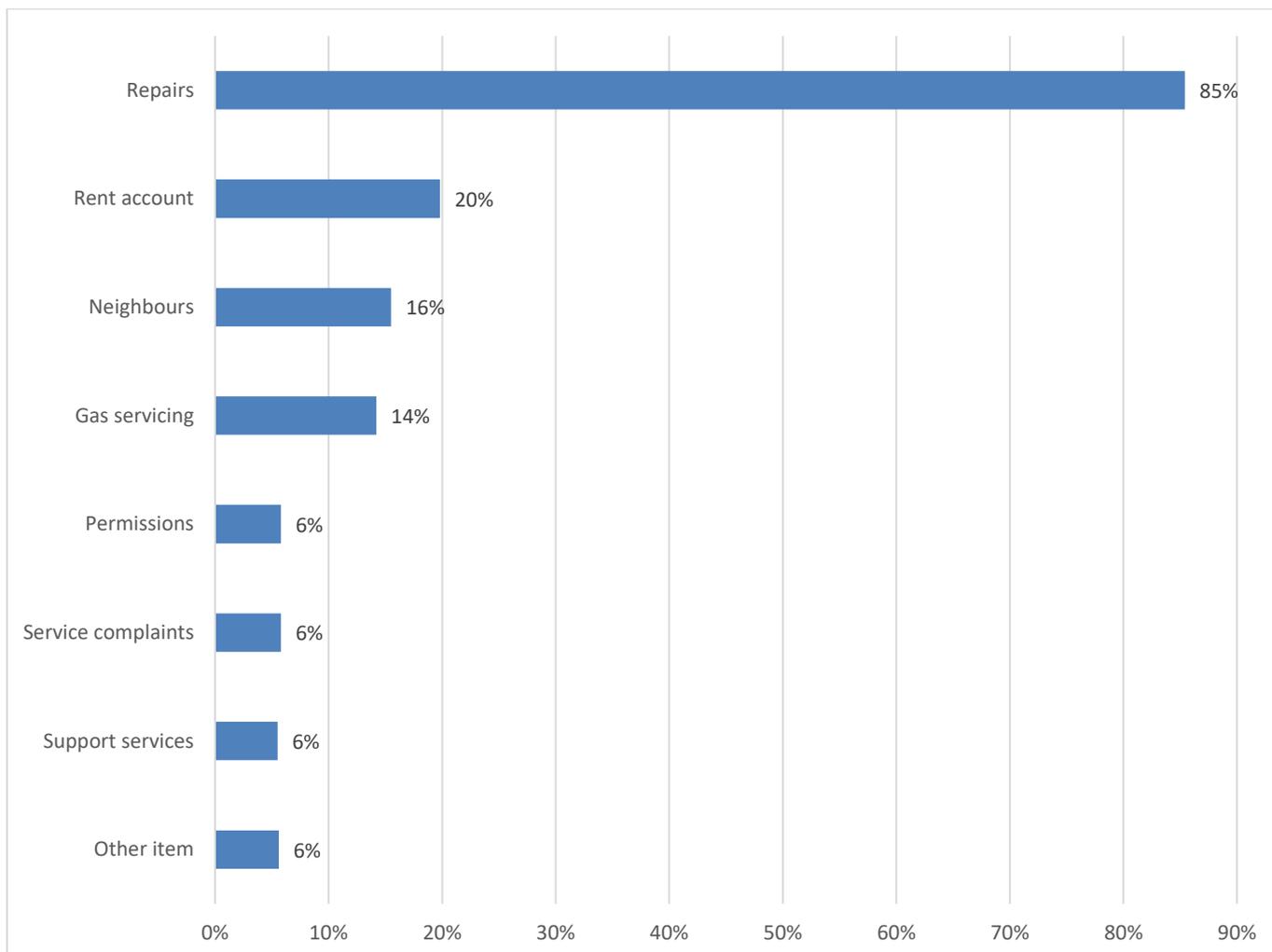
Q – What is your preferred method for contacting Kingdom Housing?

<u>Telephone</u>	<u>E-mail</u>	<u>My Kingdom</u>	<u>In person</u>	<u>Text</u>	<u>Facebook</u>
78%	13%	7%	3%	<1%	-

As illustrated in figure 8, tenants are most likely to contact Kingdom Housing about a repair (85%) followed by their rent account (20%).

**Figure 8 –Tenant contact themes (base 1,165)**

*Q – What are you most likely to contact Kingdom Housing about?*



**Contact satisfaction**

Table 17 illustrates the degree to which tenants are satisfied or dissatisfied with their overall experience of contacting Kingdom Housing. As shown, overall satisfaction with contact is 83% whilst approx. one on ten tenants (9%) are dissatisfied on this measure. The locations of Buckhaven (100% satisfied with last contact), Glenrothes area (93%), and Coaltown of Wemyss (93%) are the most satisfied with their last Kingdom Housing contact, whilst the least satisfied locations are Perthshire (74%), Kincardine (72%) and the Dunfermline area (67%).

Considering contact by customer type, the most satisfied tenants on this measure are those who are retired (91% satisfied), or aged 75 plus (89%) whilst the tenants who are least satisfied with contact are those who described themselves as ‘Other not working’ (80%) or younger tenants aged 16 to 34 (78%).

Table 17 – Satisfaction with contact last year (base 1,165)

Q - How satisfied or dissatisfied were you with your most recent experience of contacting Kingdom Housing?

<u>Location segment</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
Buckhaven	63%	34%	-	3%	-	-
Glenrothes area	79%	14%	-	-	-	7%
Coaltown of Wemyss	57%	36%	-	4%	4%	-
Cowdenbeath area	58%	30%	8%	-	5%	-
Tayport	54%	33%	4%	4%	4%	-
Methil	63%	24%	8%	1%	4%	-
Inverkeithing	48%	39%	7%	3%	3%	-
West Fife Villages	55%	32%	9%	-	5%	-
Kirkcaldy area	43%	43%	14%	-	-	-
St. Andrews	56%	29%	4%	8%	2%	-
Glenrothes	48%	36%	7%	4%	4%	-
East Fife area	50%	34%	8%	3%	5%	-
Leuchars	57%	26%	9%	9%	-	-
Cupar	52%	30%	5%	7%	7%	-
Kirkcaldy	50%	31%	9%	4%	6%	-
Tullibody	47%	33%	-	7%	13%	-
Dunfermline	49%	31%	10%	9%	1%	-
Methil-Leven area	52%	28%	12%	2%	7%	-
Cowdenbeath	41%	38%	10%	10%	-	-
High Valleyfield	45%	35%	10%	-	10%	-
Other area	61%	17%	4%	9%	9%	-
Perthshire	32%	42%	16%	-	5%	5%
Kincardine	36%	36%	11%	11%	7%	-
Dunfermline area	67%	-	-	33%	-	-
<b>All locations</b>	<b>51%</b>	<b>32%</b>	<b>8%</b>	<b>5%</b>	<b>4%</b>	<b>&lt;1%</b>

#### Dissatisfaction with contact

Tenants who were dissatisfied with contacting Kingdom Housing (9%) were asked to say why this was the case and their reasons are set out on table 18. This shows that the outcome of the enquiry (44% dissatisfied), the overall time taken to deal with the enquiry (34%), and not being kept up to date with progress (32%) are the three main causes of tenant dissatisfaction. Other causes of tenant dissatisfaction with contact (24%) are set out in annex 4.

We would note that tenants who were dissatisfied with contact are more likely than other tenants to have contacted Kingdom Housing about: neighbours (31% of 'dissatisfied contact' compared to 16% overall – see figure 8); permissions (9%); and service complaints (19%).

Table 18 – Dissatisfaction with contact (last year only) (base 105)

Q - Why were you dissatisfied with your most recent contact with Kingdom Housing?

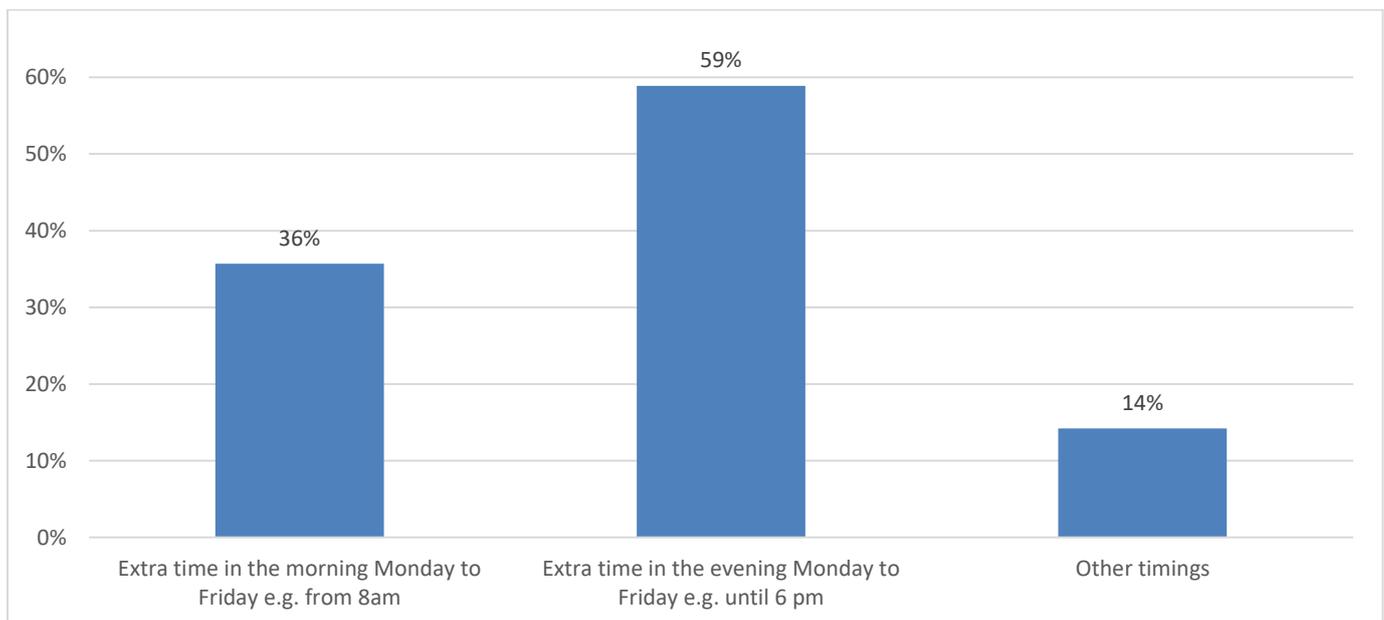
Contact issue	%	Contact issue	%
The outcome of my enquiry was unsatisfactory	44%	Difficult to get to the right person easily	23%
Overall time taken to deal with my enquiry was too long	34%	The service did not do what they said they would	21%
I was not kept up to date with progress	32%	Information was not easy to understand	11%
Staff were unhelpful	28%	Any correspondence received was difficult to understand and to complete	4%
No one took charge of my enquiry	27%	Other/comment	24%

Changes to service delivery

Almost all tenants (96%) are satisfied with Kingdom Housing’s current non-emergency contact arrangements. For the 4% of tenants who were not satisfied, figure 9 shows that 59% would prefer the option to contact weekdays until 6pm (59%) – note, this equates to 2% of all tenants surveyed).

Figure 9 –Tenant preferences where not satisfied with current non-emergency contact arrangements (base 56)

Q- From the options below, what additional contact hours would you prefer? (Tick all that apply)



From figure 9, ‘other timings’ comprise:

- ✓ ‘Both the above times Mon-Fri.’
- ✓ ‘Saturday because I work Friday to Friday from 8am to 6pm’
- ✓ ‘There is zero opportunity for face to face at any time and that is the problem. They just abusive and horrific.’
- ✓ ‘Weekdays until 7pm.’
- ✓ ‘Weekends.’ – 3 tenants proposed this option (plus the tenant who suggested Saturday).

## My Kingdom

As illustrated in table 19, approx. one in three tenants (34%) have registered with 'My Kingdom' (66% have not). Table 19 shows that certain locations, tenant 'occupations' and age groups are more likely than others to have registered with 'My Kingdom'.

**Table 19 – Registering with My Kingdom (base 1,378)**

*Q - Have you registered for 'My Kingdom', Kingdom Housing's online services portal?*

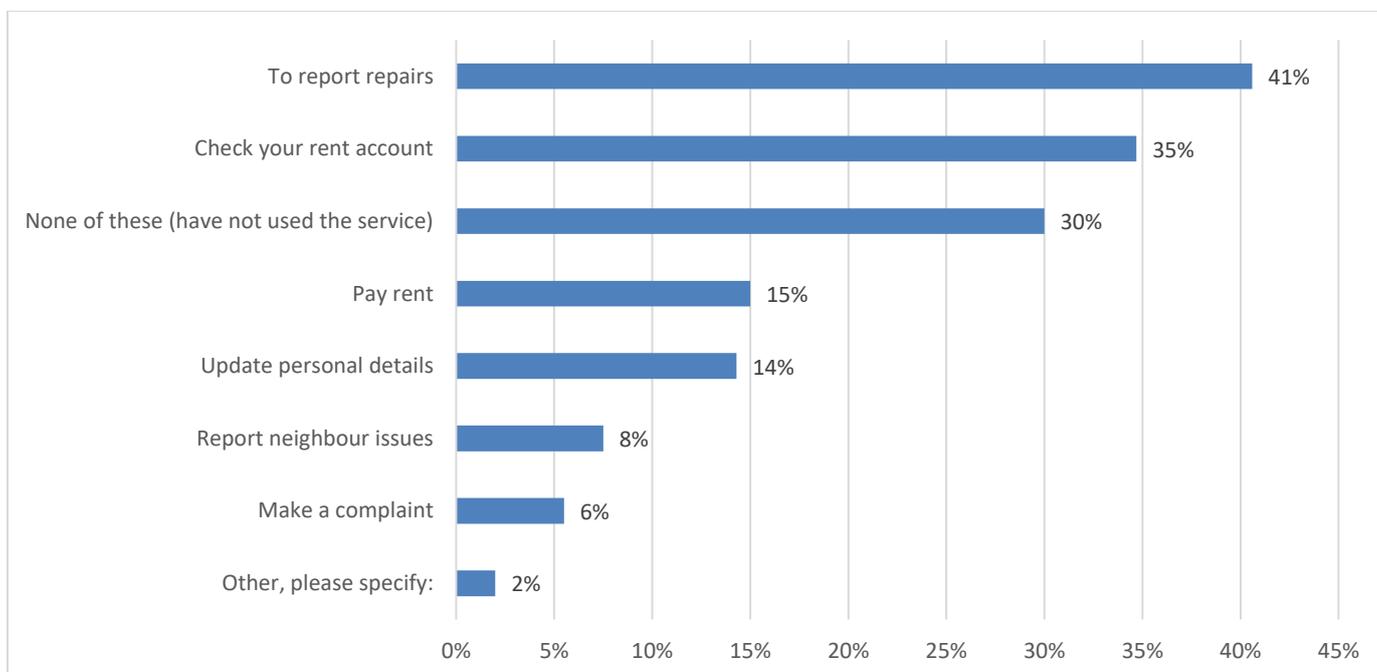
<u>Customer and location segment</u>	<u>Registered</u>	<u>Not registered</u>
Other area	58%	42%
16 to 34	57%	43%
Kincardine	53%	47%
Dunfermline area	50%	50%
Working	48%	53%
Other not working	47%	53%
East Fife area	43%	57%
35 to 54	42%	58%
Cupar	41%	59%
Leuchars	41%	59%
Tullibody	41%	59%
Glenrothes	38%	62%
Dunfermline	37%	64%
Buckhaven	36%	64%
Cowdenbeath area	35%	65%
Kirkcaldy	35%	65%
Cowdenbeath	33%	67%
Tayport	33%	67%
Inverkeithing	32%	68%
West Fife Villages	32%	68%
Kirkcaldy area	30%	70%
Unable to work	27%	73%
St. Andrews	26%	75%
Coaltown of Wemyss	24%	77%
55 to 74	22%	78%
Methil-Leven area	22%	78%
Perthshire	22%	78%
Methil	22%	78%
Glenrothes area	19%	81%
Retired	13%	87%
High Valleyfield	11%	89%
75 plus	5%	95%
<b>All segments</b>	<b>34%</b>	<b>66%</b>

## Using 'My Kingdom'

The two main reasons for registered tenants to use 'My Kingdom' are to report repairs (41%) or to check a rent account (35%). Other uses of the service (2%) include obtaining permissions, making appointments, job searches and reading the Association's newsletter. We would note in figure 10 that whilst 34% of tenants have registered with the service, 30% of these have not used any features of the service yet.

Figure 10 –Use of My Kingdom (base 453 )

Q- What have you used 'My Kingdom' for? (Tick all that apply)



Twenty-four registered tenants (5%) could think of one or more additional services or features that could be made available through 'My Kingdom'. These suggestions are set out in table 20 and encompass information on swaps and timescales for upgrades, plus services such as live chats, and requesting permissions.

Table 20 – Additional 'My Kingdom' services (base 24)<sup>12</sup>

Q - What additional Kingdom Housing services would you like to be able to access using 'My Kingdom'?

Suggested additional feature or service
A live chat would be good.
A swap site to enable people in Kingdom houses to see if there are any internal swaps.
Accommodation that is available so we can transfer out of here.
An out of hours emergency contact past 8pm.
Applying for Kingdom Housing gardening services; timescales for repairs to my property (I have non-emergency repairs I reported when I moved in on 08/11/2018 that still haven't been dealt with yet, and it's now 20/2/2019).
Arrange property visits regularly by housing inspector; personal touch.
Home swap.
Home swaps and housing applications.
House upgrades e.g. bathrooms

<sup>12</sup> In this section, one tenant made a related comment: 'Think the e-mail service doesn't work as recently e-mailed regarding housing and rent account and never heard anything back...not through My Kingdom'.

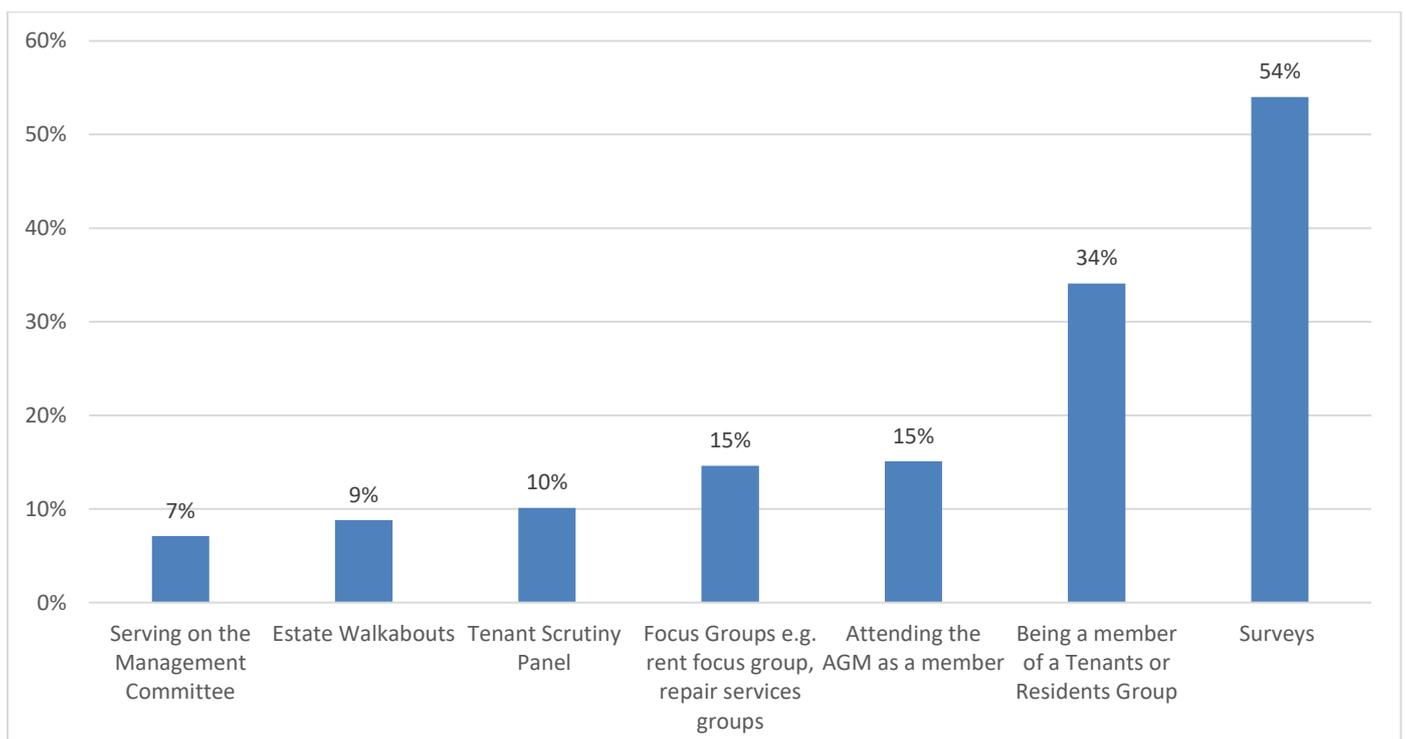
Suggested additional feature or service
I would like to see a bit for applying for housing directly with Kingdom as Fife Council told me I had no chance of getting another house as I was adequately housed.
I would like to see a time frame for up and coming improvements to my house.
Jobs at Kingdom.
Live chat someone with my messages.
Making anonymous complaints so I don't have to deal with backlash from problem neighbours.
Mutual exchanges.
Request pet or to make changes to property e.g. change the front door to property.
See if and when upgrades to bathroom/kitchens may be planned.
See what support is available.
Someone to do jobs at a reasonable price around the house and also in the garden.
Tenancy agreement.
To be able to see the repair job line; where it has gone to what stage it is at.
When things are getting replaced or when the grass will be cut.
Would be good to be able to contact them and discuss ideas about improvements or ways to help tenant and save Kingdom money.

### Tenant participation

Approx. three quarters of tenants (74%) indicated that they had heard of one or more of Kingdom Housing's participation opportunities; approx. one quarter tenants (26%) did not tick any options for this survey question inferring they were unaware of any opportunities to participate. Figure 11 illustrates which opportunities tenants are the most and least aware of e.g. 54% are aware of 'surveys' whilst 7% are aware of serving on the management committee.

Figure 11 –Awareness of opportunities to participate (base 1,378)

Q – Kingdom Housing offers its tenants a variety of ways to participate. Which of these different types of participation have you heard of?



Tenant satisfaction with ‘opportunities to participate’ is shown in table 21 and indicates that in 2019, 56% of tenants were satisfied on this measure whilst 5% were dissatisfied (39% were ‘neutral’). The satisfaction figure for 2019 is significantly behind that reported in 2016 (82% satisfied) mainly as a consequence of more tenants answering ‘neither-nor’ (39%).

**Table 21 – Satisfaction with opportunities to participate (base 1,378)**

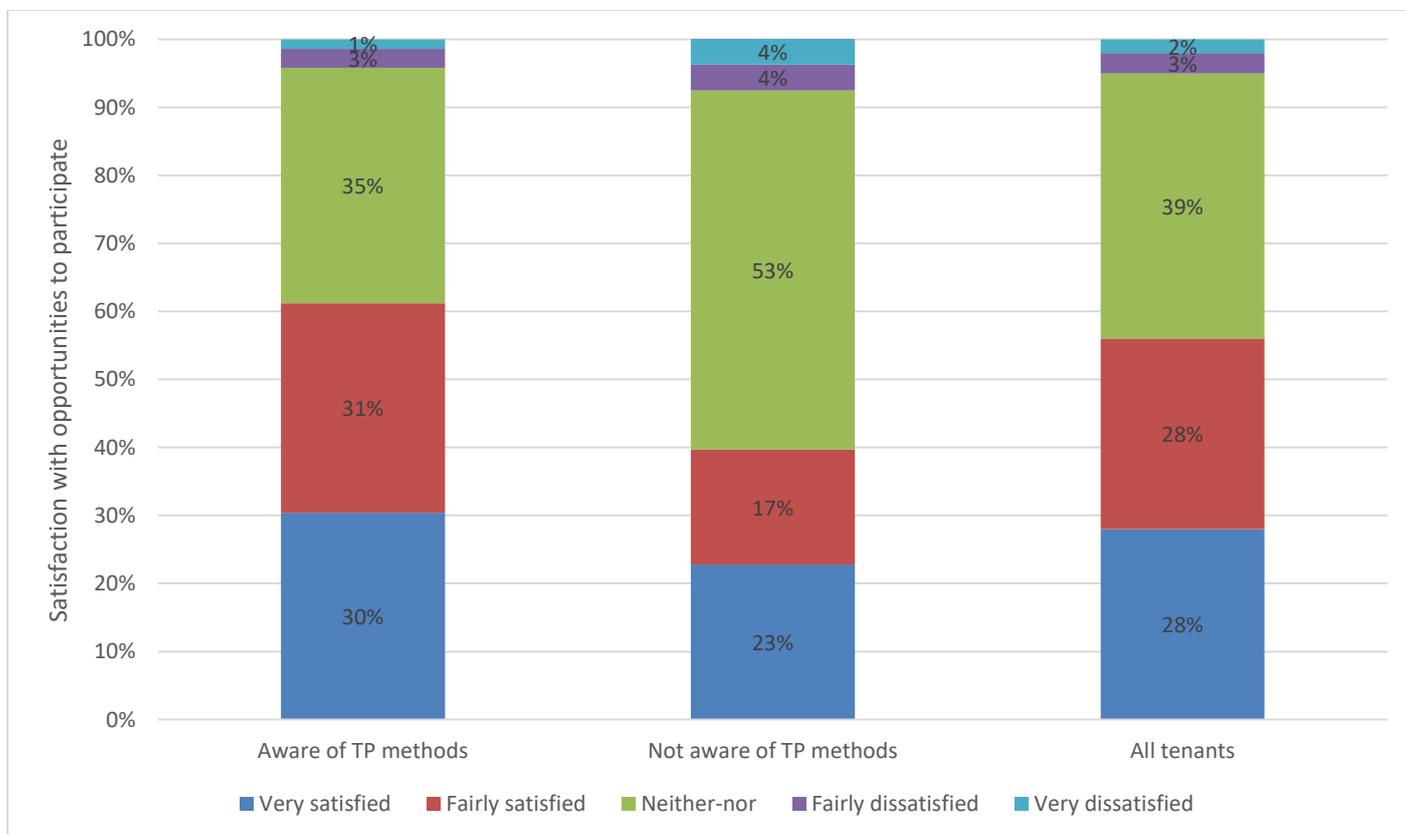
*Q - How satisfied or dissatisfied are you with the opportunities given to you to participate in Kingdom Housing’s decision-making processes?*

<u>Year - benchmark</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
<b>2019</b>	<b>28%</b>	<b>28%</b>	<b>39%</b>	<b>3%</b>	<b>2%</b>
2016	40%	42%	15%	1%	2%
RSL average 2017-18	47%	39%	11%	2%	1%

In figure 12, we compare tenants’ awareness of opportunities to participate with their satisfaction levels for this aspect of Kingdom Housing’s service. As illustrated, awareness of participation opportunities is more closely associated with ‘satisfaction with participation’ than not being aware i.e. 61% of tenants who are aware of TP activities are satisfied with participation compared to 40% satisfaction for tenants who are not aware. It will be noted also that tenants who are unaware of any opportunities to participate are also highly likely to be ‘neither satisfied nor dissatisfied’ (53%) or ‘dissatisfied’ (8%) with participation.

**Figure 12 – Tenant participation opportunities (awareness and satisfaction) (base 1,378)**

*Q - KHA offers its tenants a variety of ways to participate in its activities and decision making. Which of these different types of participation have you heard of? [compared with] satisfaction with opportunities to participate*



## Awareness of TP

Figure 13 illustrates which tenants are the most and least aware of at least one of Kingdom Housing’s participation opportunities. This shows for example that 89% of tenants in Buckhaven are aware of at least one opportunity which contrasts with 60% in the Dunfermline area (the remaining 40% of tenants living in this area are not aware of any TP methods).

Figure 13 – Awareness of TP opportunities by customer and location segment (base 1,378)

Q – Kingdom Housing offers its tenants a variety of ways to participate in its activities and decision making. Which of these different types of participation have you heard of? [by customer segment]

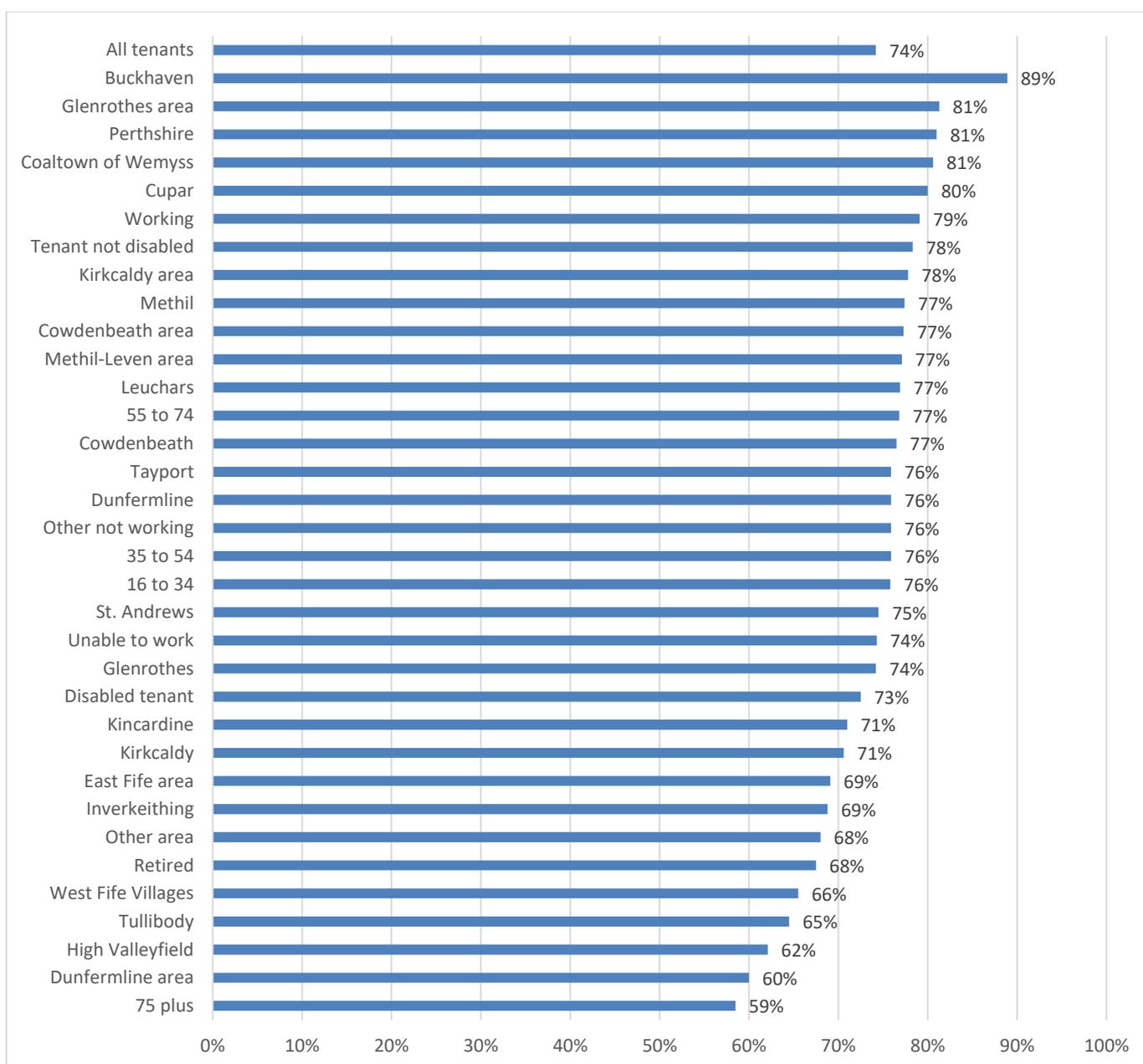


Table 22 sets out tenant satisfaction with opportunities to participate by customer and location segment and shows that satisfaction is highest in the Kirkcaldy area (78% satisfied), as well as amongst retired tenants (65%) and older tenants e.g. 67% for those aged 75 plus. The lowest satisfaction is found amongst tenants living in Cupar (42%), Kincardine (42%) and High Valleyfield (41%). Working tenants (51%) and tenants aged 16-34 (49%) are also less satisfied on this measure than other groups.

Table 22 – Satisfaction with participation by customer and location segment (base 1,378)

Q - How satisfied or dissatisfied are you with the opportunities given to you to participate Kingdom Housing's decision-making processes?

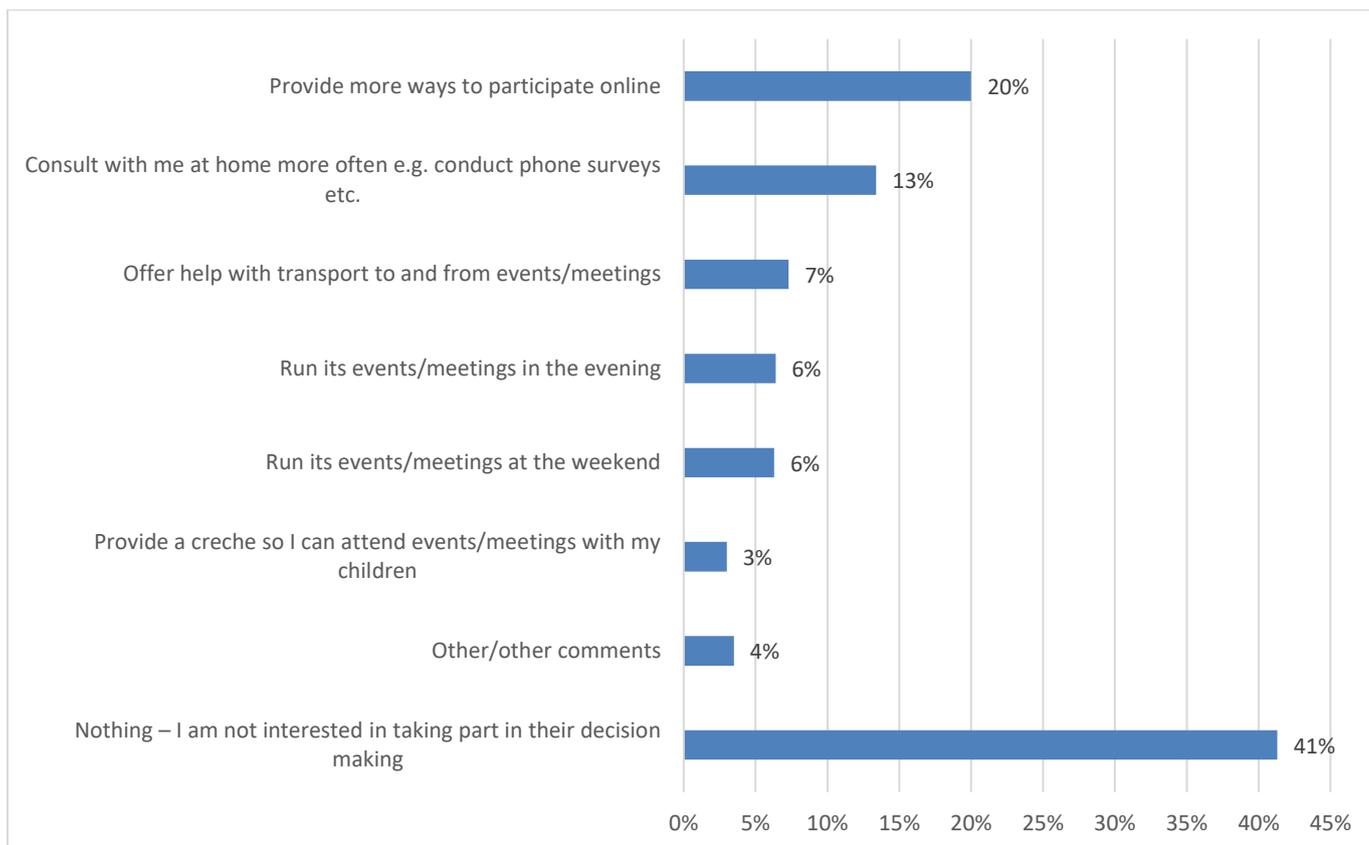
<u>Customer and location segment</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Kirkcaldy area	22%	56%	11%	11%	-
West Fife Villages	41%	28%	28%	3%	-
Inverkeithing	41%	28%	31%	-	-
Coaltown of Wemyss	36%	32%	29%	3%	-
75 plus	41%	26%	28%	4%	1%
Cowdenbeath	35%	29%	32%	-	3%
Retired	35%	30%	33%	2%	-
Buckhaven	28%	36%	33%	3%	-
Methil-Leven area	29%	34%	30%	6%	1%
Glenrothes area	19%	44%	38%	-	-
Cowdenbeath area	36%	25%	39%	-	-
55 to 74	30%	31%	36%	2%	1%
Disabled tenant	34%	27%	35%	3%	2%
Methil	33%	27%	33%	4%	2%
Other area	32%	28%	32%	8%	-
Dunfermline area	60%	-	20%	20%	-
Unable to work	33%	27%	35%	3%	3%
Other not working	30%	25%	38%	4%	3%
East Fife area	29%	27%	40%	4%	2%
Tayport	35%	21%	38%	3%	3%
Glenrothes	32%	22%	42%	2%	2%
Tenant not disabled	24%	30%	41%	3%	2%
Dunfermline	22%	30%	45%	1%	2%
Tullibody	19%	32%	39%	7%	3%
Kirkcaldy	25%	27%	43%	2%	3%
35 to 54	27%	25%	41%	4%	3%
Working	23%	28%	44%	3%	2%
St. Andrews	26%	26%	43%	4%	2%
Leuchars	23%	27%	39%	8%	4%
16 to 34	23%	26%	44%	4%	3%
Perthshire	24%	19%	52%	-	5%
Cupar	20%	22%	52%	4%	2%
Kincardine	23%	19%	42%	10%	7%
High Valleyfield	24%	17%	55%	3%	-
<b>All segments</b>	<b>28%</b>	<b>28%</b>	<b>39%</b>	<b>3%</b>	<b>2%</b>

### Additional participation options

Tenants were asked if there were any other approaches that Kingdom Housing could take to encourage participation in decision making. The results of this enquiry are set out in figure 14 and show that two of the most popular methods of encouraging greater participation are providing more ways to participate online i.e. allowing tenants to take part in online surveys (20%) and consulting with tenants at home (13%). We would note that approx. four in ten of tenants (41%) are not interested in being involved in Kingdom Housing’s participation activities. Other comments (4%) are provided in annex 5.

**Figure 14 – Tenant participation opportunities (base 1,378)**

*Q - . What could Kingdom Housing do to support you to participate more in its decision making?*



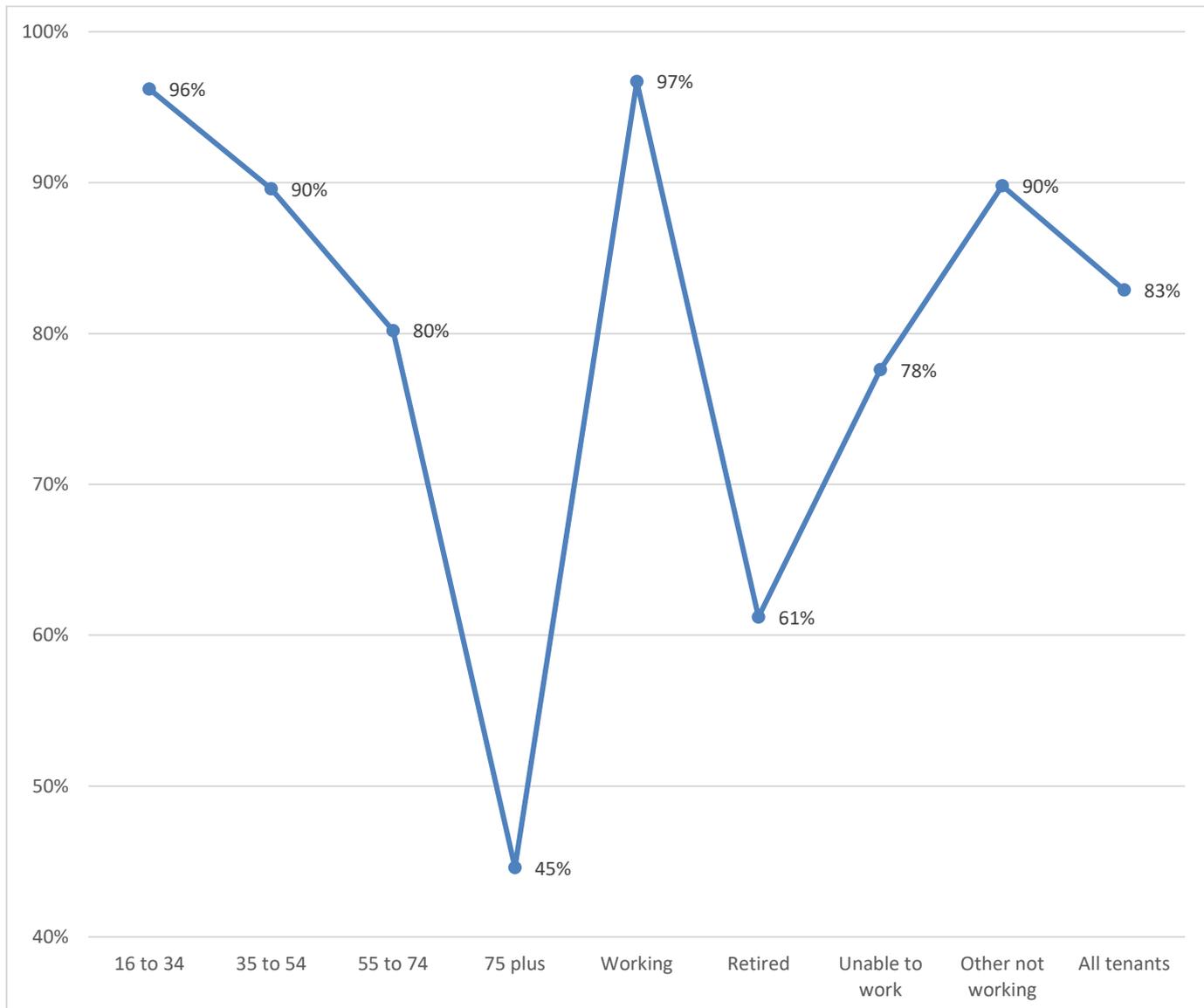
### Internet access

Considering tenants’ interest in participating in online decision making, the survey has indicated that 83% of tenants have Internet access or will be arranging Internet access in the next 12 months (17% do not have access).

Figure 15 sets out 2019 Internet use by tenant age and working status and shows access dropping significantly in the 75 plus age group of tenants, and amongst those tenants that are retired.

Figure 15 – Tenant access to the Internet (base 398)

Q - Do you have access to the Internet for personal use, or do you have any plans to arrange for access in the future?



Devices

As to which devices tenants currently use to access the Internet the main methods are as follows: smartphone (66% of tenants use this device to access the Internet); PC/laptop (50%); tablet (40%); smart TV (18%); friends/family (6%) and public library (3%).

## Neighbourhoods

### Neighbourhood management

Table 23 sets out tenants' perspectives on Kingdom Housing's neighbourhood management and shows that overall, 71% of tenants are satisfied on this measure whilst 14% are dissatisfied. In 2016, 85% of tenants were satisfied with neighbourhood management whilst 7% were dissatisfied. The RSL average is 89% satisfied.

Table 23 – Neighbourhood management (base 1,378)

*Q- Overall, how satisfied or dissatisfied are you with the Kingdom Housing's management of the neighbourhood you live in?*

Year	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
<b>2019</b>	<b>34%</b>	<b>37%</b>	<b>15%</b>	<b>9%</b>	<b>5%</b>
2016	38%	47%	8%	4%	3%
RSL average 2017-18	47%	42%	6%	4%	2%

### Neighbourhood overall

Figure 16 shows the extent to which tenants are satisfied with their neighbourhood as a place to live. This indicates a higher level of satisfaction overall than with Kingdom Housing's management of these same neighbourhoods i.e. 83% are satisfied with their neighbourhood as a place to live compared to 77% who are satisfied with neighbourhood management.

Figure 16 – Neighbourhood satisfaction overall (base 1,378)

*Q- Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?*

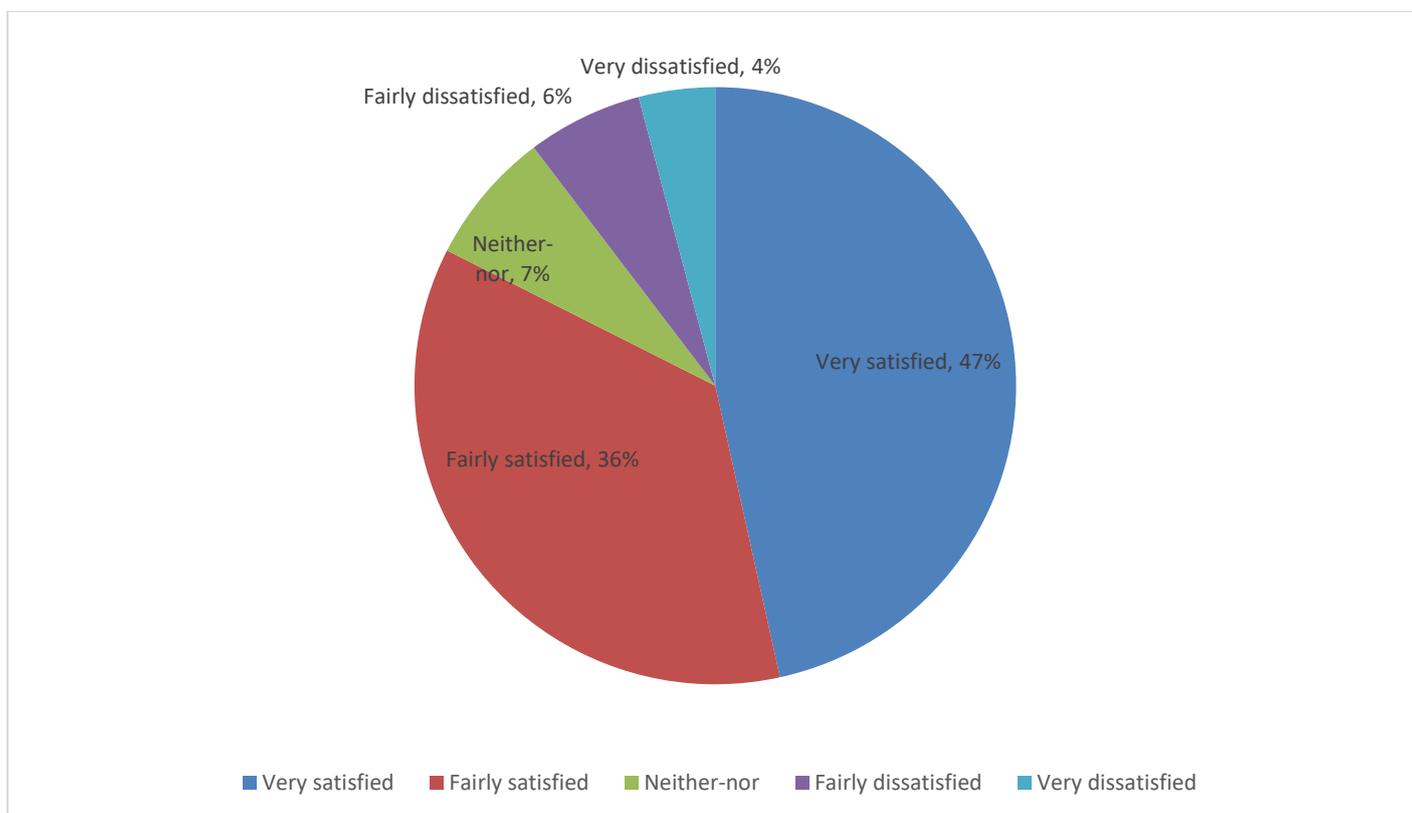


Table 24 illustrates neighbourhood satisfaction by location and indicates that satisfaction is highest in the Kirkcaldy area (100% satisfied), the Dunfermline area (100%), Coaltown of Wemyss (97%), Glenrothes area (94%), and Tayport (94%). The lowest levels of satisfaction are found in Kirkcaldy (75%), Dunfermline (74%), Cowdenbeath area (72%), and Leuchars (71%).

Table 24 – Satisfaction with neighbourhood as a place to live (base 1,378)

Q- Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

<u>Location</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Kirkcaldy area	67%	33%	-	-	-
Dunfermline area	100%	-	-	-	-
Coaltown of Wemyss	76%	21%	3%	-	-
Glenrothes area	63%	31%	6%	-	-
Tayport	37%	57%	-	7%	-
Cowdenbeath	30%	62%	5%	3%	-
West Fife Villages	52%	39%	-	7%	3%
Perthshire	40%	50%	-	5%	5%
Tullibody	49%	39%	6%	3%	3%
Inverkeithing	55%	33%	12%	-	-
Buckhaven	41%	46%	14%		
East Fife area	55%	31%	5%	3%	7%
High Valleyfield	56%	30%	7%	7%	-
Methil-Leven area	49%	36%	3%	4%	8%
Glenrothes	42%	42%	7%	5%	4%
St. Andrews	45%	39%	6%	8%	2%
Kinross	42%	42%	3%	13%	-
Methil	48%	35%	6%	7%	5%
Cupar	50%	29%	14%	8%	-
Other area	54%	23%	8%	8%	8%
Kirkcaldy	40%	35%	9%	10%	6%
Dunfermline	38%	36%	12%	9%	5%
Cowdenbeath area	51%	21%	11%	11%	6%
Leuchars	52%	19%	15%	7%	7%
<b>All locations</b>	<b>47%</b>	<b>36%</b>	<b>7%</b>	<b>6%</b>	<b>4%</b>

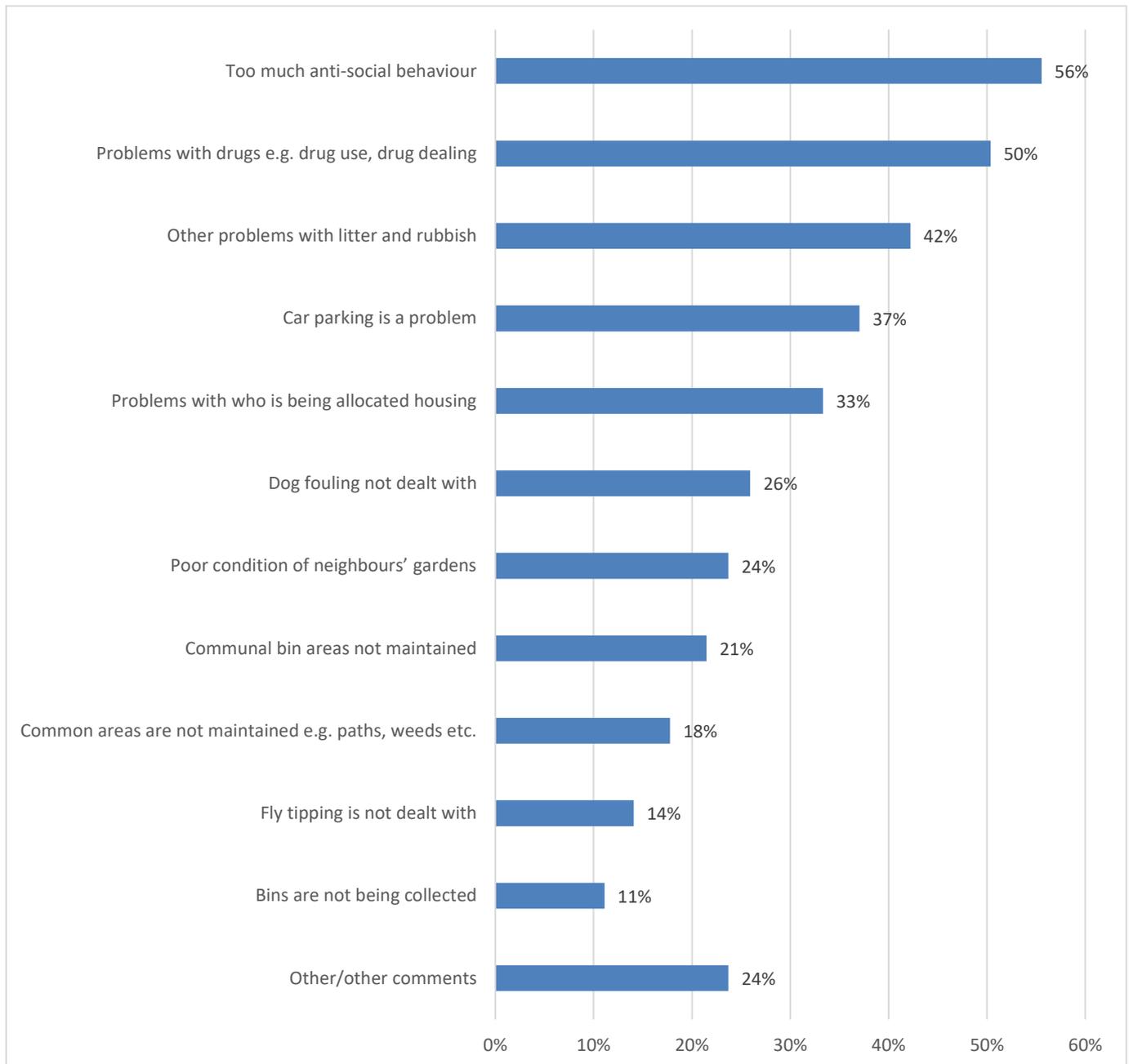
#### Reasons for neighbourhood dissatisfaction

Table 24 illustrates that 10% of tenants were dissatisfied with their neighbourhood as a place to live. The locations with the highest level of dissatisfaction were Leuchars (14%), Dunfermline (14%), 'Other areas' (16%), Kirkcaldy (16%) and the Cowdenbeath area (17%).

As to why tenants in these and other areas were dissatisfied with their neighbourhood, the reasons offered are set out in figure 17 and highlight three key problems, i.e. anti-social behaviour (56% said that this was an issue), drug use/dealing (50%) and problems with litter and rubbish (42%).

Figure 17 – Neighbourhood problems (base 135 dissatisfied tenants)

Q- Why are you dissatisfied with your neighbourhood as a place to live?



Twenty four percent of tenants (24%) mentioned another cause of dissatisfaction and these concerns are listed at annex 6 and include issues with neighbours (noise, drug taking, noisy children), parking, dog/cat fouling and neighbours' gardens.

## Rent value

Tenants' perspectives on rent value for money are set out for all tenants and by property segment (table 25) and by location segment (table 26). Table 25 also provides information on the 2016 survey results and the RSL average (2017-18).

As illustrated in table 25, the tenants most likely to rate rent as good value are living in House; 3A-4P Mid Terrace Cottages (86% say rent is 'good value'); Flat; 3A-4P First Floor Flats (81%), and House; 3A-4P Semi Detached Cottage (81%). Conversely, tenants living in House; 3A-4P End Terrace Houses (62% say 'good value'); Flat; 2A-1P Ground Floor Flat (61%); and House; 4A-5P Mid Terrace House (57%) are the least likely to rate rent as good value.

Across all property types in 2019, 72% of tenants said that rent was very/fairly good value for money whilst 12% said value for money was poor. In 2016, 86% of tenants rated rent as good value.

**Table 25 – Value for money of rent paid by property segment (base 1,378)**

*Q- Taking into account the accommodation and the services Kingdom Housing provides, do you think that the rent for this property represents good or poor value for money? Is it?*

Property type	Very good	Fairly good	Neither-nor	Fairly poor	Very poor
All segments 2016	41%	45%	8%	4%	2%
RSL average 2017-18	36%	47%	10%	5%	2%
<b>All segments 2019</b>	<b>28%</b>	<b>44%</b>	<b>16%</b>	<b>10%</b>	<b>2%</b>
House; 3A-4P Mid Terrace Cottage	36%	50%	7%	4%	4%
Flat; 3A-4P First Floor Flat	33%	48%	9%	8%	2%
House; 3A-4P Semi Detached Cottage	36%	45%	12%	6%	2%
Flat; 3A-4P Ground Floor Flat	24%	57%	14%	6%	-
House; 2A-2P End Terrace Cottage	25%	54%	7%	14%	-
House; 3A-4P Mid Terrace House	35%	42%	16%	7%	-
Flat; 2A-2P First Floor Flat	30%	47%	13%	9%	2%
House; 3A-4P Semi Detached House	33%	41%	11%	13%	1%
Flat; 2A-2P Ground Floor Flat	36%	37%	19%	9%	-
House; 4A-5P Semi Detached House	19%	52%	16%	10%	4%
Flat; Other	31%	40%	13%	10%	5%
Flat; 3A-3P Ground Floor Flat	26%	44%	23%	7%	-
House; 2A-2P Mid Terrace Cottage	21%	48%	21%	10%	-
Flat; 3A-3P First Floor Flat	19%	48%	16%	10%	7%
House; Other	26%	42%	19%	11%	3%
House; 4A-5P End Terrace House	28%	38%	23%	13%	-
House; 3A-3P Semi Detached Cottage	21%	43%	19%	15%	2%
Flat; 2A-1P First Floor Flat	23%	40%	9%	29%	-
House; 3A-4P End Terrace House	15%	47%	18%	12%	9%
Flat; 2A-1P Ground Floor Flat	36%	25%	21%	11%	7%
House; 4A-5P Mid Terrace House	23%	34%	18%	16%	9%

Table 26 shows that tenants living in the Dunfermline area (100% saying 'good value'), the Glenrothes area (87%) and West Fife Villages (86%) are more likely to be positive about rent value when compared with tenants in other towns/cities e.g. the least 'satisfied' towns/cities on value for money are Kincardine (58%) and High Valleyfield (53%).

Table 26 – Value for money of rent paid by location (base 1,378)

*Q- Taking into account the accommodation and the services Kingdom Housing provides, do you think that the rent for this property represents good or poor value for money? Is it?*

<u>Location segment</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
Dunfermline area	80%	20%	-	-	-
Glenrothes area	31%	56%	13%	-	-
West Fife Villages	24%	62%	7%	7%	-
Inverkeithing	30%	55%	9%	6%	-
Perthshire	23%	59%	9%	5%	5%
Buckhaven	24%	58%	13%	5%	-
Leuchars	37%	44%	11%	7%	-
Kirkcaldy area	30%	50%	10%	10%	-
Coaltown of Wemyss	30%	49%	12%	6%	3%
East Fife area	27%	49%	11%	11%	2%
Cupar	28%	48%	8%	14%	2%
Tullibody	39%	36%	12%	12%	-
Tayport	23%	47%	20%	10%	-
Kirkcaldy	28%	42%	20%	7%	4%
Glenrothes	32%	37%	15%	12%	4%
Methil	24%	45%	18%	9%	3%
Dunfermline	27%	42%	18%	11%	3%
Methil-Leven area	29%	39%	22%	9%	1%
Cowdenbeath	24%	43%	22%	11%	--
Cowdenbeath area	28%	39%	22%	11%	
St. Andrews	17%	50%	17%	14%	2%
Other area	35%	27%	12%	19%	8%
Kincardine	26%	32%	19%	19%	3%
High Valleyfield	14%	39%	18%	21%	7%
<b>All segments 2019</b>	<b>28%</b>	<b>44%</b>	<b>16%</b>	<b>10%</b>	<b>2%</b>

#### Housing benefit status

As might be anticipated, a tenant's status in relation to the receipt of housing benefit also informs how they view rent value for money i.e. for those tenants who receive full housing benefit 80% would rate rent as good value; this compares to 67% saying good value where rent is partly covered by housing benefit and 67% for tenants paying full rent. We would note that 16% of tenants paying full rent said that rent value was poor.

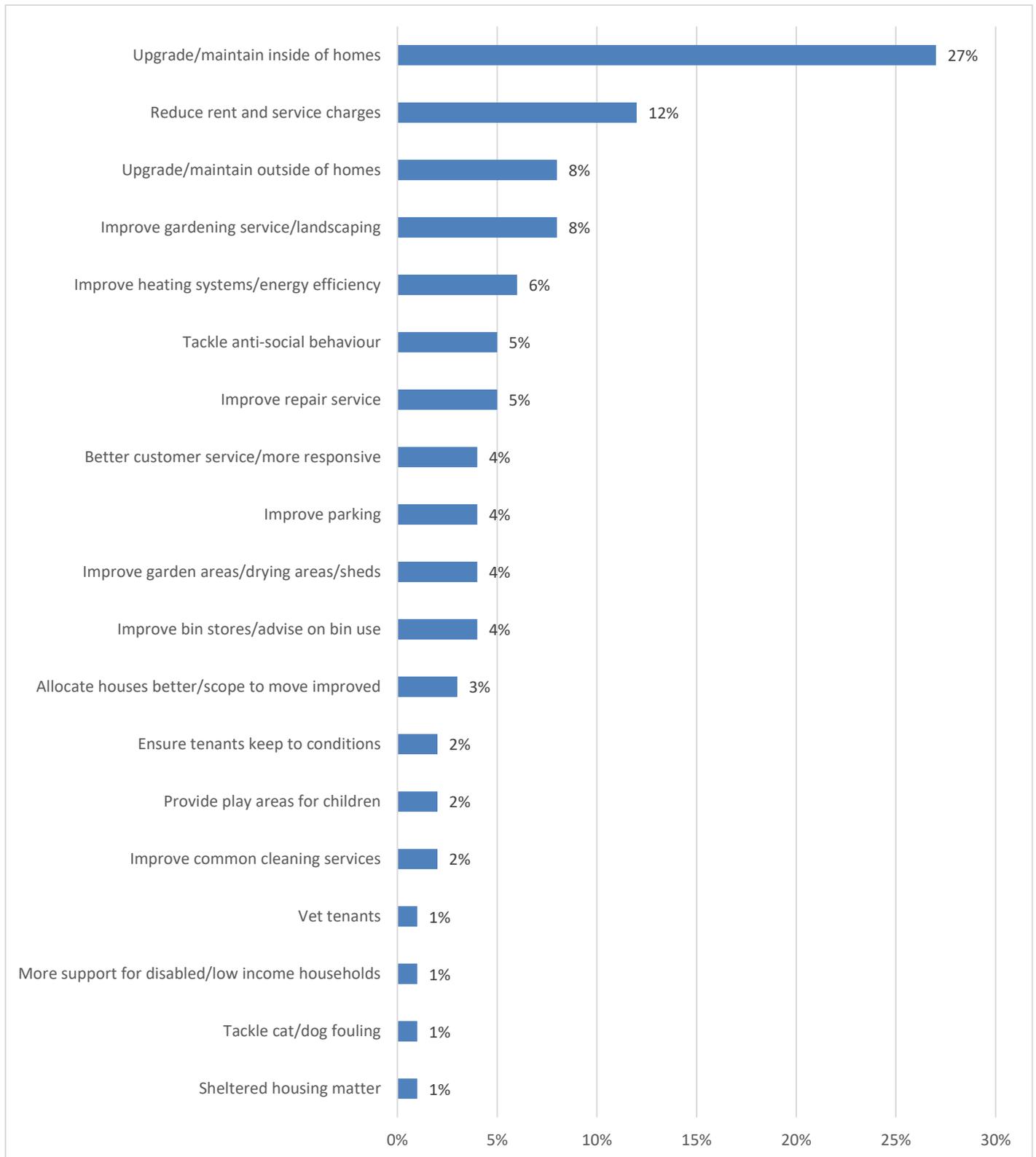
#### Improvements to rent value

All tenants were asked what if anything that Kingdom Housing could do to improve the value for money of its rents. Annex 7 sets out the comments made by three hundred and seven tenants (22%) whilst figure 18 presents a summary of the main items raised. This shows that rent value could be improved by upgrading/maintaining the inside of the home (27%), by reducing charges (12%), by improving the outside of tenants' homes (8%) and by

improving the gardening service/landscaping (8%). In relation to internal upgrades, tenants mainly referred to improving windows, bathrooms, doors and kitchens.

**Figure 18 – Rent value for money (base 317 tenants making a comment)**

*Q- What, if anything, could Kingdom Housing do to improve the value for money of its services, housing and neighbourhoods?*



## Annex 1 – Other property improvement (internal)

Internal property improvement (other and comments)	Town
Improving the quality of the work done by contractors inside the homes. I understand there will be standards in place, but these should be raised.	Alloa
Been in a wheelchair so can't get access to cupboards and was told if I wanted things changed, that I would have to pay myself.	Anstruther
Corner cupboards should be more accessible as I have disabilities.	Anstruther
The patio door is pretty draughty now.	Anstruther
Floors.	Auchtermuchty
Wardrobes in bedrooms, bathroom pan and taps.	Ballingry
Noise from wind and rain and noise from the roof.	Bonnybank
Can't open kitchen window due to mixer tap.	Buckhaven
Lounge is very cold in winter; could do with a second radiator or a bigger one.	Buckhaven
Radiators.	Buckhaven
Shower as well as bath as have back problems.	Buckhaven
Floorboards are creaking.	Burntisland
Improving sound proofing.	Burntisland
Plumbing.	Cellardyke
The boiler has been a cause for concern.	Cellardyke
Improving the radiators.	Coaltown of Wemyss
New kitchen tap needed. Is constantly dripping and hard to turn.	Coaltown of Wemyss
Unable to get temperature in room to a decent level. Possibly due to badly fitting door. Use oven as additional heating.	Coaltown of Wemyss
Front door.	Cowdenbeath
Intercom needs repaired.	Cowdenbeath
The internal doors mark and damage easily.	Cowdenbeath
We have a wet room, which is great. Only change we would make would be to have a separate toilet.	Cowdenbeath
Windows are of very poor quality and wood has started to rot.	Cowdenbeath
With being in bottom flat next to front door. People knock on my window to get in. Even the CID knocked on my window at night. Sometimes people try living room window first then the kitchen. I suffer from anxiety etc. and sometimes it makes me jump.	Cowdenbeath
More storage cupboards.	Crail
Sound insulation.	Crail
Bungalow needs tore back to check between the walls.	Cupar
Cracks along the facing where it is splitting from the wall.	Cupar
I feel the garden needs improving, especially the grass which is extremely wet and soggy.	Cupar
Improve the repairs service.	Cupar
Improving heating; costs a fortune to run and house still cold.	Cupar
Internal doors and inside wall of front garden.	Cupar
Kitchen under renovation at this moment in time.	Cupar
Removal of car port.	Cupar
Soft closing kitchen cupboards and better set up for corner cupboards usage.	Cupar
Sound proofing.	Cupar
Bathroom light is broken.	Dunfermline
Door can be unlocked from inside without a key. Not great when you have a 2-year old who can let herself out!	Dunfermline

<b>Internal property improvement (other and comments)</b>	<b>Town</b>
Door locks.	Dunfermline
Extractor fan fitted in kitchen if possible.	Dunfermline
Fixtures and fittings are low quality and not fit to last.	Dunfermline
Front security door.	Dunfermline
Gardens are shocking! All green algae on paths and grass never dries out as no drainage.	Dunfermline
I cannot get a picture in my TV without the outside aerial which has been disconnected.	Dunfermline
I have had a new boiler fitted recently. The pipework needs to be 'boxed in' as it is detracting from the appearance of my new kitchen.	Dunfermline
I reported an unsafe uneven floor when first moved in nearly 16 years ago. Rude and obnoxious man came to check floor, agreed it needed sorted and was going to send men to level it. No-one ever came and I got fed up chasing repair. Awful experience	Dunfermline
Improving doors inside the house; plates that handles are on keep coming off.	Dunfermline
Improving the internal doors.	Dunfermline
Improving uneven flooring - extensive creaking.	Dunfermline
In my 3-bedroom house, the third bedroom size is a joke. Smaller children need floor space and older kids need to fit a bed and a desk. The L shape makes it impossible to furnish. Pathetic but still charged as a full bedroom.	Dunfermline
kitchen and bathroom poor quality and run down, no matter how you jazz it up and clean it. Windows poor; let in draughts and condensation.	Dunfermline
Lack of storage in the kitchen, and bad access to corner base unit means I can't store anything in it. Some sockets don't work and there are covers on the wall where I think a socket was.	Dunfermline
Mirror wardrobe doors.	Dunfermline
Outside space.	Dunfermline
Putting a back door into properties where disabled people, like myself, live.	Dunfermline
Removal of smart meter on my bedroom wall pertaining to other tenant which is causing me ear ache and nerve pain. It is horrendous 24 hour a day noise, constantly transmitting microwave radiation.	Dunfermline
Some radiators need replacing.	Dunfermline
Sound insulation in walls.	Dunfermline
The boiler gets cool very quickly; this means it has to heat the contents of the water tank for longer. This in turn costs us more to bring the water back to working temperature.	Dunfermline
The internal doors/handles.	Dunfermline
The noise level in flats; you can hear everything from downstairs, and I have extra thick underlay and carpets. The same with the external doors on each flat in the block; can hear everything from inside everyone's home when you're in the hallway.	Dunfermline
They patched up the kitchen worktop but that lasted about 2 weeks after we moved in. There is no sound proofing between floors and there is a draught coming in all windows and a smell of damp in the bedrooms.	Dunfermline
Update internal doors.	Dunfermline
Very poor extractor in kitchen.	Dunfermline
Would like tv aerial points in bedrooms.	Dunfermline
Improving the hole in the gutter and filling the holes in the walls that are allowing the ants in.	East Wemyss
Radiator needed at front door, at bottom of staircase.	East Wemyss
Also has been reported over the years there are terrible draughts throughout house.	Falkirk
Outdoor wall and fencing.	Falkirk
Bathrooms and condensation a big issue.	Glenrothes

<b>Internal property improvement (other and comments)</b>	<b>Town</b>
Bin cupboard door broken. Also have wasps' nest and a hole in roof when window was fixed.	Glenrothes
Cupboard doors out of alignment. Draughty external doors.	Glenrothes
Doing something about the floors - every single floorboard creaks, meaning I can't do anything in the evening or at night without disturbing the downstairs neighbours	Glenrothes
Fan needed in kitchen wet wall / over bath shower would help.	Glenrothes
Gas cooker is on the wrong wall.	Glenrothes
improving internal doors and woodwork.	Glenrothes
Improving the internal doors.	Glenrothes
Kitchen worktops are the only thing that need replacing. The windows were not sealed but I have done them myself.	Glenrothes
Need to improve on paint on the walls.	Glenrothes
Problem with constant leaky roof, damage done to my blinds due to this.	Glenrothes
Quieter home; you can hear stomping, washing your neighbours', cars on the street. It's loud.	Glenrothes
Radiators in bedrooms too small; rarely gets hot in rooms.	Glenrothes
Radiators need updating.	Glenrothes
Replacing interior doors. Most houses I seen had them done but not this one; back door has at some point been repaired badly.	Glenrothes
Roof always leaking in the winter.	Glenrothes
Sound proofing.	Glenrothes
Too hot.	Glenrothes
Wall cracks.	Glenrothes
Wall outside.	Glenrothes
Walls have to be skimmed in the interior.	Glenrothes
Improving the ceiling to wall finish.	Guardbridge
Think all bathrooms should have shower facilities.	Guardbridge
Front garden fencing.	High Valleyfield
Garden.	High Valleyfield
Gutters.	High Valleyfield
Safety catches on windows so we can open them.	High Valleyfield
Slates on the roof are quite unsafe when there are high winds.	High Valleyfield
The floorboards need nailed down.	Inverkeithing
Radiator too small in the hall area and living room.	Kennoway
The bath is substandard, and needs replaced.	Kennoway
Doors not hung properly inside my property. Toilet flush was broken when moved in; reported but still not fixed. Also, lights hang too low so are too close to doors to bathroom and cupboards, so can't put a light shade on them as the doors will hit them.	Kincardine
Improving the poor workmanship of the building of the property. The problems I am having are ongoing and should have been rectified by the house builder.	Kincardine
improving the quality of the walls.	Kincardine
Interior door handles are inferior quality (cheap).	Kincardine
Internal doors and handles and locks.	Kincardine
Layout of house is shocking!	Kincardine
Repairs.	Kincardine
Rhones need cleaned out.	Kincardine
Sound proofing in flats.	Kincardine
Floor improvement.	Kingskettle

<b>Internal property improvement (other and comments)</b>	<b>Town</b>
Gutters require clearing.	Kinross
House is good but now getting a bit dated.	Kinross
Could do with new windows.	Kirkcaldy
Getting up the stairs is very difficult because of my health.	Kirkcaldy
Internal doors; none close.	Kirkcaldy
Modern central heating.	Kirkcaldy
More kitchen units.	Kirkcaldy
Noise and draughts coming from windows and doors are really bad.	Kirkcaldy
Noise insulation between houses.	Kirkcaldy
Small crack in walls and doors need fixed.	Kirkcaldy
Telephone sockets in both bedrooms as we have disability problems during the night.	Kirkcaldy
The close door isn't working with our fobs, so the door is left open which some of us don't like in case people come in and try steal anything from the bottom of the close like prams etc.	Kirkcaldy
The seal around the doors. Our house is always cold.	Kirkcaldy
The stairs are coming apart at the wall.	Kirkcaldy
Windows are old and damp.	Kirkcaldy
Hand rails in bathroom.	Largoward
Window sills.	Largoward
A combi boiler would be cheaper to run.	Leuchars
Forgot to say this earlier. I have also reported the new front and back doors I have had fitted as they are not fit for purpose. I was told that these were still under guarantee and someone would be out to check, this didn't happen either.	Leuchars
kitchens need up dated	Leuchars
Toilet and pipes.	Leuchars
Condition of floors.	Leven
Extreme dampness at front door and condensation on the windows.	Leven
Improving internal doors.	Leven
More ventilation-extractor too pricey-airbricks? Clothes get mouldy in wardrobe/cupboard.	Leven
Improving the internal doors, they are very dated and need replacing. Also, fitted wardrobes.	Lochgelly
Front door.	Lochore
Outside drain keeps filling up.	Lochore
Better quality door handles - sub-standard, easily loosened, then the tiny screws get lost-the joiner could not replace? Tiny garden, on a slope means kitchen exposed when door open. Poor quality gate handles/functioning and high gap under fences!	Lower Largo
My front door needs adjusting other than that I have no complaints.	Methil
No shower and no combi boiler.	Methil
On cold days/nights when I put my heating off, the house is cold in a matter of minutes. I also have a draught that no-one can fix?	Methil
Radiators.	Methil
Shower not enough power.	Methil
The boiler was meant to be repaired a while back, constantly needing to bleed radiators and press the reset button if needed (as I was told) by an engineer. The pressure doesn't work either. I am continually putting money in a gas meter.	Methil
Hole in vent at boiler; workmen made aware last visit but no follow up. Also, birds nest needs removed from front door.	Methilhill
Basically, just give me a new house.	Milnathort

<b>Internal property improvement (other and comments)</b>	<b>Town</b>
along with bathroom, installing a shower would be much more cost effective.	Newburgh
Back door to the garden area.	Not stated
Damp in gable wall and dividing wall.	Not stated
Replacing internal doors, repairing outside stairs.	Pittenweem
Sound deadening between ground floor flats and flats above.	Pittenweem
I've had problems with old sockets! No ventilation in kitchen when cooking.	Rosyth
Boiler has just been replaced so now i would say bathroom; tiles and flooring.	St Andrews
Improving internal doors. I have dark wood like doors in my hall. Because there are no windows it is very dark. Since moving in over a year ago I am suffering with depression. I asked if I could get doors painted white and was told no.	St Andrews
Stopping birds nesting at main door.	St Andrews
The walls are far too thin.	St Andrews
Outside under bathroom window seal broken. Tiny drip from it inside bathroom.	St Monans
External door has a small space around it; constantly getting a smell of cigarette smoke and a smell of cannabis in our hallway. (The block smells of this most evening and weekends);	Tayport
Kitchen is falling apart.	Tayport
The heating system has always made terrible noises. I think due to expanding/contracting metal, but nothing has ever been done to resolve this.	Tayport
Toilet in hallway never been fitted right from when the house was built.	Tayport
Walls - there seems to be some movement causing the tape to become loose, especially on the stair walls.	Tayport
Internal doors.	Thornton
Although the heating is adequate, the instructions on how to use the control panel are hard to understand.	Tullibody
Larger radiators in bedrooms especially the largest double room.	Tullibody
The kitchen units' doors keep coming loose all the times.	Tullibody
The worst kitchen I have ever seen in my whole life of being a tenant with any housing association; very cheap and nasty.	Tullibody
Walls are far too thin.	Tullibody
External wall falling apart on stairs; pieces coming away.	Wormit

## Annex 2 – Other property improvement (external)

External property improvement (other and comments)	Town
Ensuring that all tenants - as agreed when signing missives - keep garden areas clean and tidy.	Anstruther
There is a street light right outside our flats in the Kingdom Housing carpark that keeps going off. Unsure if this is more Fife Council responsibility but it's is a different looking light from the others.	Auchtermuchty
Outside lights for front and back doors.	Buckhaven
Chewing gum on pavement in front of house.	Coaltown of Wemyss
Remove hedge and put up fence.	Coaltown of Wemyss
Drying areas.	Cowdenbeath
I stay on corner and have 3 cars, but Fife Council are being difficult about making a new drive so cars are parked on bad bend.	Cowdenbeath
In an ideal world, a gate to stop people getting into the front area of my house and bin.	Cowdenbeath
Kingdom used to paint the fencing; this has now stopped. We are elderly and not fit to paint fences. But we do love our little house and take great pride in it.	Cowdenbeath
Other tenants' gardens are a disgrace.	Cowdenbeath
Wood on the windows are rotted through. Moss on roof is awful above the front door. Stair could be cleaner.	Cowdenbeath
Lights in car park.	Crail
All above satisfactorily maintained.	Cupar
Back yard.	Cupar
Better car park design.	Cupar
Improve the garden to make it safer for children.	Cupar
Lid from flower beds run into my garden when it rains. Quality of the grass.	Cupar
No outside privacy.	Cupar
The grass and level of the back gardens is shocking. They definitely need to be improved.	Cupar
We need either decanted or put into a new property as this has been ongoing for years.	Cupar
A small fence around the front of the house would be good to segregate property.	Dunfermline
All front gardens at least should be cut by you as part of service charge paid.	Dunfermline
Better places for kids to play.	Dunfermline
Drainage in gardens.	Dunfermline
Gas meter boxes.	Dunfermline
Improve cleaning of common areas.	Dunfermline
Improve the communal lighting (times that they come on and quarterly checks for faults) as this is a part of our service charge and should be well maintained.	Dunfermline
Improving the bin stores.	Dunfermline
Main door needs painting.	Dunfermline
More recycling bins in common area.	Dunfermline
More spaces for all bins.	Dunfermline
Moving drug taking tenants to a flat that is technically suitable as their smoke travels to me despite some attempts to block this. I still suffer 80% of their crap; government needs to put these tenant elsewhere.	Dunfermline
The amount of rubbish at the back of my home is disgusting.	Dunfermline
The fence at the back of the property is a magnet for young people to climb and walk along the top section of retaining framework, which I find very dangerous.	Dunfermline
Washing piles put up in area that doesn't get sun.	Dunfermline

<b>External property improvement (other and comments)</b>	<b>Town</b>
We have a huge car park at the back of our flats, but people still think it's ok to park vans on the pavement outside my ground floor flat.	Dunfermline
With such a big garden, would be nice if we could have a bit to grow veg.	Dunfermline
Due to small size of area, proper maintenance or enhancement to it would be beneficial and self-maintained.	Falkirk
External doors painted. Nicer stones on communal areas.	Falkirk
Allow people in a flat to have outside storage.	Glenrothes
Area garden maintenance has declined since I moved in nearly 4 years ago. So much messier with leaves and back areas of houses tend to be left unkept unless you complain; otherwise no problems.	Glenrothes
Back gate in need of repair - latch. When stormy, roughcasting lying on ground.	Glenrothes
Every house or flat should have its own garden, not communal gardens.	Glenrothes
External lighting isn't reliable and seldom works.	Glenrothes
Garden area.	Glenrothes
Parking; have space for one car on drive bit should have made it double as not enough in the street.	Glenrothes
Place for bins.	Glenrothes
Provide recycling bins for flats - we have only a blue bin each, though there is room to store a green and a brown bin, which we could all share. Recycling is important and shouldn't depend on the kind of property you are in.	Glenrothes
Trees overhanging; also, too high next to houses.	Glenrothes
A small area for children to play in would be great.	Guardbridge
Adding a Play Park for homes with children.	Guardbridge
Changing the stones placed in open spaces, existing is small and the cats are using it as litter trays to excess. These areas have become very unpleasant despite efforts to clear up.	Guardbridge
Sometimes shrubs at back pathway do not get attention when gardening squads come round.	Guardbridge
Garden floods during heavy rain fall.	High Valleyfield
Could have ramp up to external doors for disabled tenants.	Inverkeithing
My broadband cable is exposed and could be cut by someone.	Inverkeithing
My garden is in the centre of everyone else's (no privacy).	Inverkeithing
Some people parking right outside my house.	Inverkeithing
Wall around the back of my home.	Inverkeithing
Fence needs painted to prevent it rotting.	Kelty
Front door tiles keep rattling - need fixing.	Kincardine
Gardens do not get maintained properly. Always rubbish in front gardens. A lot of weeds. All they do is cut the grass and we are being charged £7.55 for this. Not worth it; we are being ripped off & getting bad service.	Kincardine
Improve the sinking driveways and gardens as mono blocks are no all even.	Kincardine
Our back garden is made up of decking is slippery all year round. I have treated it after cleaning it each spring but still remains slippery.	Kincardine
We are in a cul-de-sac with a turning area that one neighbour is using for parking his commercial vehicles so you cannot get turned.	Kinross
Bin spaces.	Kirkcaldy
Bins need emptying more often.	Kirkcaldy
Cut off the full length of communal garden into sections for each upstairs downstairs.	Kirkcaldy
Dealing with anti-social behaviour.	Kirkcaldy
External gate loose.	Kirkcaldy

<b>External property improvement (other and comments)</b>	<b>Town</b>
Fencing to stop dog fouling on lawn.	Kirkcaldy
Installing entryway lighting at side of house and replacing chains for refuse containers as now 4 not 2.	Kirkcaldy
Main door bangs when closing; could do with being tightened up so that it doesn't bang.	Kirkcaldy
Somewhere to hang washing outside, and rubbish bins for plastic.	Kirkcaldy
Painting the window frames.	Largoward
Windows were repaired but not gloss painted.	Largoward
Parking is awful, front garden should be made in to parking bays.	Leuchars
The grass should be cut more often, and the gutters should be cleaned every year.	Leuchars
The paths in this area are made of tar and are disintegrating, resulting in big holes which makes walking on them particularly dangerous.	Leuchars
Waited 10 years to find source of running water sound.	Leuchars
Manage recycling area better as other residents fly tip.	Leven
One cleaning firm wedged security door open to dry floors-left it unguarded. I saw this!	Leven
The roofs need cleaning to stop the mess falling into the garden improvements I've made. Still waiting on the trees being cut back and the leaves all removed from the garden. Been months now; disgraceful.	Lochore
Again, layout could have been improved upon at planning stage e.g. frontage, parking slots, street names and orientation of housing.	Lower Largo
A fence at my door step.	Lumphinnans
Communal bin area is a free for all! Tenants put whatever they like in whoever's bin they want!	Methil
Communal bins; everyone just uses your bin so no space for our own rubbish.	Methil
Decking needs treating; a priority.	Methil
Don't know the last time gutters were cleaned out. Need new radiators.	Methil
Garden could use levelling.	Methil
Gutters need cleaning.	Methil
Pigeons nesting under solar panels.	Methil
Repair of outside light and bell.	Methil
There are five outside lights at the security door at my end of the street not working. I live alone and a young girl was sexually assaulted at the end of my street.	Methil
Need a garden.	Milnathort
Roof has been leaking since I moved here and told Kingdom about it before i had moved in. 6 years later and it's still not fixed!	Newburgh
Stones in driveway/parking space chip the windows.	Not stated
Improving outside lighting.	Pittenweem
Valley gutters are seriously in need of clearing.	Pittenweem
Bike sheds would be good.	St Andrews
Kids have broken the fences on both my fences at the front, so I have no boundary.	St Andrews
Provision of parking/ safe storage for non-motorised vehicles such as bicycles.	St Andrews
Areas for kids to play.	Tayport
Giving the kids a grassy area to play that isn't outside my windows!	Tayport
Gutters needing cleaned.	Tayport
Litter blowing about.	Tayport
Lock or catch on the back of the gate to stop people using it as short cut.	Tayport
Tenants should be made told NOT to park on the shared grass area!	Tayport
Think the trees along the road are actually Council property and Kingdom are making improvements to the scheme so am generally satisfied with standards.	Tayport

<b>External property improvement (other and comments)</b>	<b>Town</b>
Slabs from communal back gate to private back gate need reformed.	Thornton
The street had no speed bumps or anything in place. I have previously requested this from Fife Council along with other residents but to no avail. Since the street was extended for the new housing scheme, this added lots of speeding cars.	Thornton
Address fly tipping and rubbish outside.	Tullibody
Improving the grass space outside; perhaps create something for all the kids to play in.	Tullibody
Internet speed is quite slow in this area.	Tullibody
Not allowed to put a small fence round the front garden.	Tullibody
The only thing to add is the communal grass area in the middle definitely needs levelling. At present it is shaped like a bowl and as such is prone to flooding in heavy rain. Also, the kids could play more games on it if it were levelled.	Tullibody
They need to remove trees within the parking bays as this would give additional parking.	Tullibody
Wall or fence round front garden to stop people running through it.	Tullibody
Parking.	Upper Largo

### Annex 3- Repair Issues (causes of dissatisfaction)

Repair service problem	Town
Bathroom is now freezing.	Anstruther
Because they came when I wasn't in and when I stayed in for the repairs no one came.	Anstruther
Shoddy, cheap handles fitted to units.	Anstruther
Used expanding foam to fill gaps between floor boards.	Anstruther
Bathroom floor damaged.	Auchtermuchty
The service was prompt and convenient but the actual repair itself has not fixed the problem. Basically, the original metal bathroom window handle seized due to condensation etc. and was replaced with a plastic one. Now it doesn't open/close properly. I will arrange another repair when I am off work in April.	Auchtermuchty
I have lived in this house for 22 months and have a massive list of repairs to be done; even more found at first year check and Kingdom Housing have never come out and done a single one except a half repair to roof. Have been told I would be contacted about repairs but have not been contacted once.	Bonnybank
Handles that were missing when new kitchen was installed. The repair guy brought the wrong ones; said he would be back with proper ones, never did. Just a small issue but with a new kitchen, 2 doors had some mismatching handles which wastes the effort of the new kitchen. Also, a new door had to be added to a kitchen cupboard as there wasn't one on when I moved in; when that got put on it was chipped and scraped.	Buckhaven
I have a leak in my boiler that has been there for the last 2 years and nobody seems to be able to repair or advise a replacement.	Buckhaven
Rear door swollen and twisted. I reported it in April 2018. The joiners came out on the 7th of January 2019 to fit door, but they discovered the wrong kind of door had been ordered. I'm still waiting on a new door and it's February 2019.	Cairneyhill
Cause it was never repaired.	Carnock
Workmen got mud on my carpet.	Cellardyke
Bathroom needs a more powerful extractor fan.	Coaltown of Wemyss
It is always patch up repairs.	Coaltown of Wemyss
Repair reported and met with Inspection on 4th December 2018 and only one item was addressed in January 2019; the remainder have not been addressed as of yet? No communication as to when these repairs will be addressed.	Coaltown of Wemyss
This front door problem ongoing for 14 years and Kingdom have never managed to resolve it.	Coaltown of Wemyss
I have had problems with my boiler for the past four months and the service from Gas Call has been an utter disgrace. I have been refused parts to fix my boiler and been lied to on the phone when I have waited hours for them to come out and to be told someone will be out, but no one appeared. Then for them to tell Kingdom that I changed the appointment. Totally disgusted by their behaviour.	Cowdenbeath
The issue has still not been fixed.	Cowdenbeath
Because they fix the wardrobe doors and they keep falling off. Been in house 10 years and lost count got to stage; I just don't get them fix anymore.	Cupar
Did not resolve issues.	Cupar
It was not very well done. The front door did not fit right.	Cupar
My toilet broke 3 times and both in one day and no one did anything about it for a further month. Then got told my claim was closed so would've been waiting for nothing if I hadn't phoned yet again.	Cupar
The contractor recycled the used parts and tried to glue my cupboard back together. Needless to say, I am still waiting for it to be fixed a 2nd time.	Cupar
Was made out Kingdom will investigate us if our toilet blocks again even though we have had issues with toilet since moving in.	Cupar

<b>Repair service problem</b>	<b>Town</b>
A special fan was fitted to tackle condensation/ spores, but this has not helped. My furniture was ruined and was blamed on my lifestyle which is not the case.	Dunfermline
After a repair was done to my roof, my ceiling has been left with water damage; looks unsightly.	Dunfermline
Because Kingdom repairs is very poor.	Dunfermline
Came to fix a leak in the bathroom and it's still leaking a bit.	Dunfermline
Central heating boiler required. Approx. 4/6 repair visits to fix the problem. Heating and hot water problematic over this period. Timer system old fashioned and difficult to set without a torch to see pins/times.	Dunfermline
Despite multiple repairs, my boiler still requires service again and again; would prefer it if the boiler was actually fixed.	Dunfermline
Fitted different light switches.	Dunfermline
I was repeatedly dismissed when trying to report the problem. It took weeks for an inspector to listen and actually do something, and during the whole time, I was being charged for the extra electricity that the fault was using.	Dunfermline
I've called in to have my boiler fixed more times than I care to count.	Dunfermline
It took a lot of visits from a gas worker before it was decided to fit a new boiler.	Dunfermline
Just the repair supposedly to sort out my wet room floor.	Dunfermline
My windows needed repaired, but I was advised by Kingdom this would cost 700 pound to fix as this needed to be done through CR Smith; not my fault windows are faulty! Also, some work men do not bother about clearing up their mess!	Dunfermline
Not done properly.	Dunfermline
Rude and intimidating staff/contractors.	Dunfermline
The actual repair on the day was carried out ok but leading up to it. the previous engineer failed to turn up and then lied to say that they had.	Dunfermline
The quality of the work carried out was poor.	Dunfermline
The repairman who visited isn't as good as others; spent more time on his mobile phone.	Dunfermline
Still waiting since end of December/early January on ceiling repair/paint and window sills maintained.	Falkirk
Toilet still makes noise.	Falkirk
Gas engineer could not fix problem. Caused another problem and then someone else had to come and fix both problems. I am still having issues with the boiler. The original gas engineer came back to service boiler and I told him the problems I was having, and he still passed the boiler as perfectly fine.	Glenrothes
Had water coming through light in bathroom. Workmen came and took off light unit but left bare wires showing where water continued to drip from the ceiling for another 3 days running down the bare wires.	Glenrothes
Last time was fine but the time before the tradesman you sent was an ignorant so and so. He never knew where the water shut off valve was and was persistent it was in the property. When I said it was not as I had looked, he shouted at me. I advised him to shut the valve in the stairwell and reluctantly he did but only after not finding one. I now know there is a water isolation valve under the floor just inside the electric cupboard.	Glenrothes
Patch up repairs on lots of roofs.	Glenrothes
The joiner came to fit a draught excluder at the front door and damaged a part of our new laminate floor.	Glenrothes
Toilet flush not fixed as still takes up to 3 flushes to remove waste. Did inform on post questionnaire but heard nothing more.	Glenrothes
I still have the same problem 3 yrs. later.	Guardbridge
Still waiting on repair getting fixed properly.	High Valleyfield

<b>Repair service problem</b>	<b>Town</b>
The company claimed they visited 3 times and in this day in age, a call beforehand surely would be priority	High Valleyfield
The gas engineer broke my socket which I paid to get repaired myself.	High Valleyfield
Think the amount of repairs I have had done to boiler is poor and I am still having issues with it; everything else in house fine.	High Valleyfield
Because we have been in this brand-new home for just over 2 months and boiler is still not working properly.	Inverkeithing
I still do not have a working doorbell.	Inverkeithing
My boiler failed and the contractor that is used repeatedly turned up got it going and almost every time it broke down within an hour.	Inverkeithing
My boiler needed a part & I had to wait over a week for it to be fixed. This left me with no hot water which meant I couldn't bathe etc.	Inverkeithing
Replaced faulty socket, but it was faulty again the next day.	Inverkeithing
Yet again repair could not be fully carried out and another delay.	Inverkeithing
Draught still coming in the kitchen window.	Kelty
Kitchen window gaps.	Kelty
Window handle still off. CR Smith would apparently not fix it; also, the same with my windows not opening and closing properly, let's in draughts.	Kelty
Electrician never came back to fix socket in the kitchen.	Kennoway
Got door hinge fixed on cupboard and now this is not level with the other door. Got slabs fixed at front door but they missed one and it keeps tipping when you stand on it.	Kennoway
Week later same fault.	Kennoway
1 broken window took nearly 7-8 weeks for it to be replaced. Why?	Kincardine
Because they didn't fix the problem.	Kincardine
Five years and six months and still waiting to get fixed.	Kincardine
Jobs not repaired properly.	Kincardine
Solar panel thought to be source of power cuts so was isolated. Still to be sorted and solar panel still to be re-energised.	Kincardine
Taking weeks and constantly calling to find out a repair time.	Kincardine
Their repairs only last a few months and I have to have the workmen back. I am still waiting on a plumber to sort my toilet. It leaks from the bottom of the toilet bowl.	Kincardine
This is an ongoing issue for the last three months which should have been quickly rectified but has not been.	Kincardine
Hasn't been completed and been ongoing for months.	Kingskettle
Issue has not been resolved, door still rubs and is not draught proof.	Kinross
Because the silicon on the bath got replaced and went mouldy within a month.	Kirkcaldy
Because the toilet is still leaking!	Kirkcaldy
Boiler keeps cutting off even after repaired.	Kirkcaldy
It took 3 visits to complete the repair. Samuel's Court staff had to chase up about appointments.	Kirkcaldy
Measured the radiator and still bring the one that was short! So, painting by the side of the new radiator is different from the rest.	Kirkcaldy
Problem wasn't solved.	Kirkcaldy
Problem with pressure through boiler; keeps dropping to zero.	Kirkcaldy
Repair not done correctly... plumber replaced seized hot tap in bathroom and left hose under sink all twisted, so barely any water came out tap. Ended up buying adjustable spanner to fix myself.	Kirkcaldy
Secure entry issues. Door was disabled, rendering the block non-secure.	Kirkcaldy
Still having the same issue.	Kirkcaldy
The quality of the repair work on the wall was very poor and I had to fix it by myself.	Kirkcaldy

<b>Repair service problem</b>	<b>Town</b>
They always send out two guys to do a simple job. My radiator was hanging of the wall in my bathroom and the guys fitted a bit wood behind the radiator on the wall. It's just not what I can see professionals doing; they should have done it in a way I would be happy with.	Kirkcaldy
Two new internal doors, very shoddy workmanship, rough edges and door different colour to others.	Kirkcaldy
Was advised the wood surrounding my front door would be replaced to stop draughts but this was not done, only a black strip changed, and nails left on my door step. Still draught coming in through the door.	Kirkcaldy
New kitchen took 6 weeks to install but the quality is poor.	Leuchars
Plumber was rude.	Leuchars
Built in wardrobe doors come off the runners and base clips. Runners on the door at the top sprayed black oil over our carpet.	Leven
I didn't like the way they left my bathroom.	Lochgelly
The house has dampness. Workmen came out and said nothing could be done; they said could fit a fan which I need to run 24 hours a day. House is freezing and my granddaughter always wakes up with a cold.	Lochore
Three attempts to replace shower screen to no avail-still waiting.	Lower Largo
Took weeks to manage and the job was only so-so upon completion.	Lower Largo
Because they had to come back and do the repair again several days later.	Lumphinnans
How long it too for the repairs to be carried out. Even though was reported as an emergency.	Lumphinnans
Had some issues with the toilet handle and work carried out has made the issue worse. Had several issues with radiators/pressure. Radiator not working. There is a main pipe running through the kitchen that a large draught comes from that seemingly can't be fixed.	Methil
I had a tap replaced with a totally different style to the other one on the sink.	Methil
Like for like boiler fitted even though boiler was 16years + old.	Methil
Repair still not completed after 6 months	Methil
Situation keeps coming back; not properly sorted.	Methil
There were many faults in the replacement windows and doors. No one has ever come out to list the faults and damage.	Methil
Because I asked for the shrubs on my back path to be removed so I can get in & out with my mobility scooter & just got part of it done. Even the workmen said it should have been all taken out as I won't get in & out of the gate.	Newburgh
I have a drip in the kitchen. When the plumber arrived, he said nothing could be done. Tap still dripping.	Newburgh
The bathroom was leaking and took 7 months to be fixed. Only half the chipboard flooring replaced and left me with damp and mould lino back down on new flooring; the other half should be replaced too as toilet has always leaked as an old system seemingly. The repairs to the property are lacking and I really need for me to be moved out and for you to repair and fix. It's an old conversion from an 1800 building with old single pain windows that rattle and let rain in; the attic has never been looked.	Newburgh
Not a repair service, gas inspection, plumber showing ten inches of [bottom] in the morning is unacceptable. Issue boiler suits and dungarees.	Not stated
Had a leak on one living room radiator. Took several repair men to find the problem; kept saying it was pressure on the boiler. Took 6-12 months to rectify.	Rosyth
I had to tighten up the screws on the toilet cistern as the water was leaking out. This was because the person that carried out the repair did not do it properly.	Rosyth
It took too long, and I was misinformed. Bad communication on both sides?	Rosyth
Kingdom Gas did not provide an honest, reliable service.	Springfield

<b>Repair service problem</b>	<b>Town</b>
I have ongoing problems with the boiler call outs at least once a month. I think the boiler needs replacing.	St Andrews
My boiler packed in on Monday. Four engineers came and nothing was done. Finally got new boiler 7 days later after I phoned office and complained about how long it was taking to sort problem out.	St Andrews
Problem with the boiler since October 2017 and it's still not fixed. Kingdom not interested.	St Andrews
The door handles in front room have broken again within a few weeks. The handles look like they have come from a disused factory or something.	St Andrews
Very dissatisfied with way repair was carried out.	St Andrews
Very shoddy work done and repair ineffective.	St Andrews
I've been left with a sink that's not connected to the wall properly. The door handle they have replaced about 6 times because the door has just crumbled under. It is in an absolute state and the handle doesn't even work	Tayport
My flooring got damaged and I was told it would be replaced but I'm still waiting.	Tayport
Plumber has been out to fix small toilet about 6 times and boiler pressure is always dropping and needs topping up. Also, kitchen cupboard door comes away from the hinge with no excessive use; poor quality doors.	Tayport
Still have the same problem; leak under the sink.	Tayport
Water valve under sink not repaired correctly as plumber did not have suitable part. The valve is still slightly leaking, and I will need to call out for repair again. There is generally a big problem with suitable parts for my home - they were not built particularly well to begin with, and things used seem to be cheap, no good and non-replaceable.	Tayport
Have had to get gas engineer out 5/6 times for repair to boiler.	Tullibody
I have had issues with the plumbing and the toilet that keeps occurring. Toilet had been fixed about 3 or 4 times and still leaks.	Tullibody
I'm still waiting on the repair to be finished.	Tullibody
Not up to standard and considering the severity of my case I do not think it has been handled with empathy or quickness. I have had to make contact on several occasions and came home today and it is still been 2 weeks on this Saturday that the repair work has still not been done to a good standard at all. I am going through enough distress without having to chase repairs up; I will be in contact again tomorrow.	Tullibody
Plumber has still not showed up to repair leaking toilet and leaking pipe from outside tap inside kitchen cupboard. Plus, no missed cards to say he has been. Called several times regarding matter but no plumber ever attends.	Tullibody
The plumber came 3 times before eventually putting a new part in. Felt he was quite pompous and thought I was stupid.	Wormit

#### Annex 4 – Other reasons to be dissatisfied with contact

Other contact issues and comments	Town
Rude staff.	Anstruther
I called regarding a proposed change to our tenancy but could only speak to receptionist and did not get a chance to put over our objections to this.	Coaltown of Wemyss
Still waiting on getting attic door fixed. It broke off end of December and all the heat is going right into attic.	Crombie
Floor in kitchen uneven so flooring that was applied does not look good.	Cupar
Painting and decorating work was supposed to be done following inspection. Called regarding this as nothing had been done and never heard back. This was months ago.	Cupar
Didn't get an e-mail back.	Dunfermline
For over a year we have been suffering mental torture and anguish with the noise coming from upstairs and we were promised that they would move us to a more appropriate home but that has not happened. Now the woman I share the flat with is now seeing a psychologist; it's not fair.	Dunfermline
I informed them of the leak from upstairs bathroom and when I phoned again to ask how the improvements were going, I was told they couldn't tell me because the repair was in the flat above, even though the water had leaked into my flat. Still waiting for the ceiling in bathroom to be tidied up.	Dunfermline
Kingdom refuse to treat me with any respect or my concerns with respect or to meet me in person. I want to speak in person but there zero opportunity of this they are a harmful, impenetrable organisation, who do not care when they harm you. I was deliberately abused by them and this was covered up and blame put on me; they are an appalling company.	Dunfermline
Was given the wrong information.	Dunfermline
My kitchen floor (installed and paid for by me) was totally damaged after Kingdom put in a new gas central heating boiler. I have never had a proper kitchen floor since.	Dysart
I have asked for help with moving property so that I am closer to work / Edinburgh.	East Wemyss
Takes too long to get through via telephone.	Falkirk
Did not receive a reply.	Glenrothes
Just felt like I'm being passed for someone else to deal with.	High Valleyfield
Still waiting for someone to come out after four weeks.	High Valleyfield
Cannot get windows open or vents.	Largoward
Tried using the online repair service and have since had no reply.... over one month ago.	Largoward
There is a problem with the vent in my bathroom. I get disgusting smells through the extractor; it has been reported but the problem still exists.	Lochgelly
I have asked for permission for a shed and I'm still waiting to hear back.	Lower Largo
I was told (on my answer phone) that I would be contacted later and never was.	Methil
The roof was meant to be fixed in the new budget yet have heard nothing about it nor heard anything regarding new windows I was promised by the Service Team Leader [name withheld].	Newburgh
To paint over mould in bathroom and have rusty leaking pipes to be painted over.	Rosyth
I had no answer or feedback to my complaint about the amount of gas repairs to my property.	St Andrews
Felt staff were not supportive.	Tayport
I was disabled then my late wife passed away. My social worker said I had to sell my house and get one with a walk-in toilet. I waited 6 years.	Tullibody

## Annex 5 – Other comments around tenant participation

TP comments	Town
I had no knowledge of this.	Alloa
Make tenants aware of all the opportunities.	Alloa
Hold meetings for my area.	Anstruther
Online forum.	Ballingry
Kingdom do a good job, so I don't need to get involved.	Coaltown of Wemyss
Local meetings.	Coaltown of Wemyss
Communal gardens should be made so people can have a shed and plant pots. I don't like not having a garden.	Cowdenbeath
Don't want to attend any meetings.	Cowdenbeath
They do a good job overall.	Cowdenbeath
Don't know.	Crosshill
Possible rule change regarding being able to have dogs as a pet. Letter sent.	Crosshill
I previously took part in tenant participation in various forms until I realised how pointless it was as very little notice was taken of any points of view which didn't accord with Kingdom plans.	Cupar
Lack of transport with some people makes travelling to events difficult, especially in the evening. This is an opportunity to meet new people too.	Cupar
I am fine with how things are now thank you.	Dunfermline
I have an avoidance personality and struggle in the presence of people.	Dunfermline
I want Kingdom Housing management to meet with me to discuss all my complaints against them; they deserve to be publicly shamed - that is my decision.	Dunfermline
My poor health prevents my taking part further.	Dunfermline
Interested in the decision making but not enough to take part.	Dysart
Cannot participate.	Falkirk
Have them closer to here (Falkirk) and not in Fife.	Falkirk
I am unable to attend as I need support to do everything due to my MS.	Glenrothes
Know nothing about events.	Glenrothes
Pointless, as they will do what they want anyway. Working people do not benefit, like those that are not working or claiming benefits rightly or wrongly. We must fight the extortionate rents that continue rising year in year out.	Glenrothes
They are doing all they can.	Glenrothes
Take more disabilities into consideration, e.g. deafness; practically impossible to use telephone when suffering from hearing loss.	Guardbridge
Would it make a difference?	Inverkeithing
Communication with existing tenant association groups as at present, Kingdom seems to ignore the Kincardine Tennant association.	Kincardine
I haven't heard of any meetings set up by Kingdom Housing.	Kirkcaldy
I never even knew they had any meetings.	Kirkcaldy
I'm not sure if I'm able for decision making.	Kirkcaldy
Language barrier.	Kirkcaldy
More information.	Kirkcaldy
More postal contact.	Kirkcaldy
Not fussed.	Kirkcaldy
A personal face to face visit once a year to ask if there are issues.	Leuchars
Local meetings in residents' areas.	Leuchars
Notify me of the decision-making meetings in my area in advance.	Leven

Whilst I would like to participate more, I work full time and have lots of other commitments, so it is difficult for me to do so. I try to give feedback/participate when I can.	Leven
Invite to planning groups to have a say/impact on living conditions and proposed plans offered e.g. street /home layout, names, sensible facilities e.g. paths, maintenance agreements, parking, disabled access on pavements etc.	Lower Largo
I'm not being rude; however, I'm a very quiet person and my mental health issues are that I don't do well with a lot of people at one time sorry.	Methil
Transfer me out of here.	Not stated
As my wife is disabled, I cannot attend any meetings etc.	St Andrews
Have events in St Andrews.	St Andrews
Meetings on Saturdays only for weekend meetings. I think Sunday meetings should be avoided.	St Monans
I haven't heard of any, but I am in Clackmannanshire, so it's maybe not set up for here yet.	Tullibody

## Annex 6 – Neighbourhood dissatisfaction comments

Neighbourhood other comments	Town
<p>Have neighbours on both sides of our home who blast loud music at all times of the day. One of them also uses her garden as a rubbish dump as she stores unwanted furniture beside her bins and fails to put her bins out on time. It looks disgusting and when we get bad weather, her rubbish blows into our driveway and garden. She recently left a broken mirror beside her bins and all the broken shards blew across my driveway creating a puncture risk to my car tyres. Other neighbour also keeps excessive vehicles at their home...they are currently keeping a boat and an unused car in their driveway, so the husband keeps his car parked on the pavement directly in front of his house, taking up the entire space so that pedestrians will have to walk either on the road or opposite path. The wife parks her car in the lay-by in front of our home. They also keep a motorbike in the back garden and rev the engine late in the evening; if we're watching TV, we can't hear what we're watching as the revs are so loud. Another neighbour, who has a driveway that accommodates 2 vehicles, also uses the lay-by to park their second car which is a large pick-up truck. This leaves very little space for visitors to the neighbourhood and the situation is just ridiculous. Neighbours are just unbelievably inconsiderate and often make living here a misery.</p>	Alloa
<p>Anyone can walk in and out of the building.</p>	Anstruther
<p>Neighbour is a known dealer. Constant drug users chapping door/banging/shouting and throwing stones at the windows.</p>	Ballingry
<p>Right on the High Street and weekends are awful; no sleep and putting families in here with not even a garden area.</p>	Crieff
<p>New tenants bringing cats in and leaving them out all day to foul the place and kill the birds. Dogs using the laundry area to foul. Disputes between "new" tenants and those who have lived here for a long-time causing problems; it's very stressful! Tenants responsibilities are not addressed.</p>	Cupar
<p>Dissatisfied with neighbours and allocation of housing.</p>	Dunfermline
<p>Don't get on with neighbours.</p>	Dunfermline
<p>Gillie Court was a very nice area, until the last year when it became noisier from new neighbours letting their children out at all hours and Police visiting their homes more than often.</p>	Dunfermline
<p>Smoking and drug fumes travelling into my flat Kingdom Housing emotionally blackmailed me. 10 years of trying to get the Police to come out; they will not come out as they do not give a damn about my lungs. They said they would only come if neighbours were growing drugs i.e. money crime; they the corrupt Police do not care about my lungs- neither did my MSP and neither did doctors at my practice who just laughed and told me everyone has to inhale smoke and they would not even get my lungs x-rayed. Scottish government wants publicly shamed for forcing tenants to have to inhale neighbours' crap from unsuitable flat i.e. it cannot block their harmful habits reaching my lungs. Scottish government should pay me for the damage they are doing to my lungs on a daily basis. These tenants need moved and I intend to write to the health and justice minister to pursue this matter which is totally unacceptable as is Kingdom's emotional blackmail of me. I had to choose between my home or my lungs. Scottish government also at fault for smart meter pertaining to other tenant on my bedroom wall. I am sick of the harm from the microwave radiation. Government wants to stand up for the Scottish people and not have this crap in this country and Kingdom at least wants to get out and do what it said it would do which was write to that tenant and try to get the meter changed back to analogue and at least technically check it. I bought emf reader and this shows microwave radiation reading and the Scottish government are deliberately penetrating me with this crap against my will. Kingdom could at least come and see if they could put earthing paints or do something to block this radiation from harming me, but nothing done. Please watch YouTube 'the cooking</p>	Dunfermline

Neighbourhood other comments	Town
of humanity'. Microwave radiation causes cot death and much more. A housing association that houses young families should be investigating this with honesty and challenging the government and putting their tenants first, instead of sitting back and doing bog all.	
It is too far away from my work. Kingdom Housing knew that I worked at Edinburgh Airport when they offered me my house in East Wemyss. I also start work at 5am so I have to keep my car for travelling. I just don't understand why I wasn't offered a house closer to my work.	East Wemyss
Kingdom residents are treated with contempt and derision by adjacent neighbours; they also bring their pets into Kingdom's communal areas for bowel movements.	Elie
Parents allow their children to destroy everything they can.	Glenrothes
Severe cat fouling.	Glenrothes
Nobody from Kingdom ever inspects gardens. Some gardens are full of rubbish and dog fouling.	Guardbridge
Local drug dealer in Woodhead Street.	High Valleyfield
Too noisy.	Kelty
Low life turning the area into a slum.	Kennoway
My bin was stolen.	Kennoway
Car park at bottom of street which we pay for in our rent is full of business vans/lorries, caravans and visitors. Cannot get parked anywhere.	Kirkcaldy
Neighbour issues.	Leuchars
Got assaulted.	Methil
Neighbour keeps motorbike in his flat downstairs. I am worried this could be a fire hazard. I have anxiety and this worries me.	Methil
No big door numbers on flats to let people know what door number they're looking for. Too many people that don't work all around me that I pay for.	Methil
This area is a dumping ground for junkies etc. I pay my own way, why am I here?	Not stated
Next door neighbours mental health problems.	Rosyth
Noise levels and vibration from road and pollution. Flats built next to busy road.	St Andrews
Noise, lack of space, lack of privacy, some lack of respect and dignity for tenants. Neighbour's dogs, neighbour's friends' dogs barking, dogs loose in shared gardens. No fencing. Shared garden space. No room for toys or furniture in summer. Neighbours getting pissed in garden every summer. Fighting. Neighbour's cigarette smoke. Neighbour's cannabis use smell. Pathway right around flat close to windows- no privacy. Neighbours sat right outside bedroom windows. Right outside living room window. Having to keep windows shut in summer for privacy and to keep out sound of swearing and smell of smoke. Doesn't always have to be at ridiculous anti-social levels but causes problem to keep having to confront, even if polite response. Feeling like a prisoner in own home for half the year. Lack of storage space indoor and out. Flimsy walls/ floors everything shakes when someone upstairs walks over the floor. Can hear neighbours on the toilet. Sound of neighbour's TV, music, arguing- even when not actually that loud. Health and safety communication from Kingdom and other contractors nailed to communal space walls like we live in an institution. Shockingly bad state of kid's play park. Location of kid's play park. No room for swing or trampoline of own. Slippy mossy paths. Feeling stuck and depressed in that environment and not being able to afford to get out of it.	St Andrews
Constant traffic to local factory. Parking space used by electricity workers and holiday home lets.	St Monans
Too many single people in the blocks who like to party. Flats are not suitable for elderly people. No sound proofing between the flats and due to this you can hear everything day and night.	Tayport

Neighbourhood other comments	Town
Children running through new planting, climbing trees that haven't had a chance to root properly and people in next street constantly throwing bread into our square to feed birds, which I think is a bloody cheek, especially when we have to pay for the upkeep. I think this will just cause vermin; they are also using our street to use as their parking spaces	Tullibody
Issues with young neighbours cars at all hours of day and night.	Tullibody
Personal opinion of the area. Rent and council tax is very expensive for what I live in.	Wormit

## Annex 7 – Making rent better value

Making rent better value-comments	Town
Do regular inspections of your neighbourhood and tenants gardens. Remind tenants that they need to be respectful of their neighbours in close proximity so keep music at a normal level and keep their outside spaces tidy. It's basic common decency.	Alloa
Better home improvements i.e. kitchen & bathroom - much better security and maintenance of anti-social behaviour.	Anstruther
Give me a ground floor bungalow with no neighbours.	Anstruther
More help for disabled people and poor families who need work doing to keep the place nice but can't afford the charges of service people.	Anstruther
Better common cleaning service.	Auchtermuchty
Bin storage.	Auchtermuchty
Communal area gardens need improved.	Auchtermuchty
I am very happy with Kingdom Housing, thanks!	Auchtermuchty
Get rid of problem neighbours. This street is mainly older people and feel unsafe.	Ballingry
Nothing.	Blairhall
Do the repairs, and deal with problem neighbours.	Bonnybank
Don't put up rent every year.	Buckhaven
Get rid of ivy in garden area it is killing other plants.	Buckhaven
Have the kitchens replaced, as they are falling to bits. Have the communal area done more often as it is only done once a year sometimes once every 2 years and the bushes are over grown; they are even growing into my neighbours garden. I can't use the path because of the bushes and also my neighbour has built sheds.	Buckhaven
I am very satisfied with my house; it suits all my requirements. Eight weeks ago, I paid full rent, and still thought it was value for money.	Buckhaven
Improve lighting in cul de sac. One lamppost had been out since last year still not sorted.	Buckhaven
Improve on storage space within the property. Also, help install new fencing around the outside of my property for more privacy and for safety reasons. Replace internal doors their properties both old and new!	Buckhaven
Properly sort exterior gates so they're not constantly banging in the wind. Keys to back door of property which no tenant actually has so pointless; need storage to keep bikes in. We maybe live in a flat, but we have nowhere to store outside items like bikes or kids' toys, BBQ etc.	Buckhaven
Renovations, particularly to bathrooms.	Buckhaven
Really would like a new kitchen with more work tops and cabinets. Also, radiators are ridiculous. There is a gas main in the street so would be nice to have gas as well, as storage heaters are not very good for the economy and as my daughter's health isn't the best; this plays up, but nothing will be done.	Carnock
Just updating old units i.e. kitchen and bathroom. Windows checked more often.	Cellardyke
Rent and Council tax takes half my wages the rest goes on bills. Don't always have money for food. Rent too high for people on their own and they don't build one-bedroom houses.	Cellardyke
Don't think there is anything.	Coaltown of Wemyss
Fix the water ingress into my property. It is stated on my lease conditions that the property will be maintained to a condition that is wind and water tight. This is not the case, yet I'm still expected to pay full rent with no date available to me as to when my property will be in this condition.	Coaltown of Wemyss
I think Kingdom Housing is pretty much on top of all things relating to the upkeep of its properties.	Coaltown of Wemyss
Install a new bathroom.	Coaltown of Wemyss

<b>Making rent better value-comments</b>	<b>Town</b>
Listen, really listen to tenants' problems. Kingdom have never been able to resolve our extremely cold kitchen. As we have aged it has become increasingly difficult to aerate the cold in this room in the winter. We now move kettle, tea etc. to living room on cold evenings.	Coaltown of Wemyss
Making sure the guttering is kept clean, which I think would help towards ceiling dampness.	Coaltown of Wemyss
Modernise the homes and insulation.	Coaltown of Wemyss
Putting a little more money back in to communities, e.g. a little money towards opening a community centre once a week for youth etc. or improving local park maybe.	Coaltown of Wemyss
They could maybe check the houses every year to see if there is any repairs or improvements could be made.	Coaltown of Wemyss
You do a good job and repairs always get done. I have no complaints; much better than England.	Coaltown of Wemyss
Cut the rent.	Cowdenbeath
I only have one complaint and it happens every year. Where I stay has Fife Council and Kingdom Housing especially for disabled/elderly tenants. When it snows, it is one of the last roads to get gritted; Rosehill Crescent.	Cowdenbeath
I want my own garden.	Cowdenbeath
It's already good value.	Cowdenbeath
Quite expensive compared to Fife Council rent and Fife Council give 4 weeks break in paying rent - 2 weeks in summer and 2 in winter. Radiators within home don't heat hallway or bedrooms and are rusty. Kitchen needs replaced and bathroom needs condensation issue resolved.	Cowdenbeath
Supply a new gas contractor, as I feel the service Gas Call provide is awful. Window repairs are required and a letter around the neighbours to take account of how they dispose of their rubbish would be good as I am constantly going to the tip to get rid of other people's rubbish that is dumped on a weekly basis. Microwaves, glass panels the list goes on.	Cowdenbeath
Take more interest when mixing tenants when we have so many younger tenants along with 55 year plus tenants, it sometimes causes problems; we also have a problem with tenants sub-letting.	Cowdenbeath
Carry out repairs when requested.	Crail
Re-evaluating people's circumstances on a regular basis. I live in a 2-bed flat with 5 people. There are four 3-bed houses across the road with 3people living in them.	Crail
New windows as they are very draughty.	Crombie
We are all electric, can you install solar panels to save money as we are off grid and grants are available.	Crombie
Don't know	Crosshill
Kingdom use one of the only gas repair company's in Fife that don't work weekends. This meant I missed boiler check so was cut off and faced with a bill. I also went to Glasgow to a funeral one day and returned late at night to find the locks on bottom door had been changed and I had not been informed. Had to stay at parents till next day a neighbour let me in. Kingdom should inform customers of these things happening	Crosshill
Effective repair service. More communication re improvements. Quicker response.	Cupar
Employ people who are qualified to do a proper job. The gardeners are dreadful and never complete the work. They cut down the wrong plants or leave everything in a mess. KHA have a "work shy" team and are not supervised or trained properly. It's a total mess.	Cupar
Have better contractors cutting our grass and have set day each month for them coming.	Cupar
Heating costs.	Cupar

<b>Making rent better value-comments</b>	<b>Town</b>
I would like a house that's not mouldy and it can be decorated and made into a home and breath in fresh air as I have MS and have had it for 27 years and don't keep well as it is. My son also has mental health problems, so a new house with less problems means I can get on with my life.	Cupar
If something breaks do not give tenants a difficult time when it is not their fault	Cupar
Install a small play park for the children in the development and put speed bumps on the road so that children are safer to play outdoors which in turn improves their wellbeing.	Cupar
Larger garden for the size of property.	Cupar
Limit rent increases to a level that is genuinely affordable for tenants. Each year the rent increases by a greater percentage than wages yet services have been cut. This is most noticeable in the maintenance of common areas with tasks that were previously covered by the maintenance agreement no longer being done.	Cupar
My house always has dampness and always has a draught at my son's bedroom window.	Cupar
New bathrooms and new front door. My door leaks as the wood is crumbling away on the outside.	Cupar
Nothing.	Cupar
Reduce the level of the rent.	Cupar
Unsure if it's anything you help with, but Council tax is a lot.	Cupar
Update heating system and carry out painting and decorating works as promised.	Cupar
A shower in every bathroom.	Dunfermline
Allow the tenants to keep the shared areas clean with a rota. it will save the extras that we pay for cleaning.	Dunfermline
As highlighted recently and due to my personal circumstances in being a resident at Guildhall Street, my only concern was there were no single bedroom flats available and perhaps Kingdom Housing can focus on the trend of single men and women using and needing this type of accommodation?	Dunfermline
Better gardens and a space for kids with outdoor toys. Grass is patchy and drainage is not great in this garden.	Dunfermline
Better monitoring of garden maintenance contractors. Better clean-up of common gardens and roads after strong winds.	Dunfermline
Deal with anti-social behaviour.	Dunfermline
Deal with problematic neighbours. Sort out bin issues - I live next to bin store and the smell can be horrendous during the warm days - food waste and cat litter!	Dunfermline
Deal with problems.	Dunfermline
Deal with tenants that are continually being raided by Police.	Dunfermline
Do a neighbour check once every 2 months make sure tenants are happy. Update electric run homes as it is difficult to heat homes up and get hot water right away; sometimes it takes a few hours to heat up.	Dunfermline
Drop rent prices.	Dunfermline
Drugs are a problem at Skibo Court. Windows in the bedroom are always covered in condensation in winter. Main door is always being broken.	Dunfermline
Drying area and remove cars parked in car park for years - SORN, but never moved taking up space when we would have enough space for a drying area. Would also make the homes more energy efficient by able to hang out washing and would help the residents who have mould/condensation problems.	Dunfermline
Evaluate a bit better who they put in housing schemes full of kids i.e. alcoholics.	Dunfermline
Evict the people who smash the entry door all the time.	Dunfermline
For the rent we pay, the issues I have had with neighbours about kids playing outside, no road markings which makes it most of the time a free for all for cars here, the	Dunfermline

<b>Making rent better value-comments</b>	<b>Town</b>
kitchens are cheap. So overall road markings need put in place, somewhere for decent for kids to play and better quality of kitchens.	
I have been very happy with my tenancy and with Kingdom. All the service & repair workers have been polite & done great work. And not 2 forget all the people over the phones over the years! Everyone has been really kind & understanding.	Dunfermline
I think kitchens bathrooms light switches etc. need updated. Houses are starting to look run down although I do what I can to make it more presentable.	Dunfermline
Improve sound proofing; extremely bad.	Dunfermline
Kingdom Housing does a very good job, very happy in my property. Been here since they were built. Feel outside of building could be doing with a refresh, especially with the outside walls getting very dirty.	Dunfermline
Let us use the gardens.	Dunfermline
Listen to tenant concerns, and keep tenants informed when decisions are made about repairs. Staff should take ownership of problems reported to them instead of passing the buck as this would allow these problems to be fixed sooner and in a more efficient way.	Dunfermline
Lower rent if possible.	Dunfermline
Make a shelter for our bins as they blow up and down the street covering the place in garbage and litter. Every house is the same.	Dunfermline
New heating and boilers and bathrooms in Inverewe Place. Sorting the gardens out better e.g. getting the green algae off the garden paths in back garden, and better drying facility in back gardens because we only have 3 poles. The interior house walls can't be painted without issues as they weren't sealed when built so paint just peel off the walls.	Dunfermline
New windows fitted. Would like a shower instead of a bath.	Dunfermline
New windows which would help reduce draughts getting in and heating would be less. Also, tackle condensation, improve bathroom, and make entry doors less draughty.	Dunfermline
No, services are pretty good.	Dunfermline
Nothing I am happy.	Dunfermline
Nothing to be improved with the value for money or its services.	Dunfermline
Nothing.	Dunfermline
Nothing.	Dunfermline
Offer better consultation especially concerning making my property more energy efficient, i.e. I have been told when you get round to replacing my windows that they will be the same as my existing ones, single glazed sash & case, which are not at all energy efficient. I would like to have more input into the decisions that are made re important things like this.	Dunfermline
Playpark charges are extreme and unjustified.	Dunfermline
Provide face to face communication and apologize for the abuse of staff member to me and sack him. Move smoking tenants and apologize for emotionally blackmailing me. Get off their backsides to take serious action on smart meter and health. Most of all stop being an impenetrable organisation.	Dunfermline
Put new kitchens in as cupboards keep dropping. Tiles in bathroom cheapest you could buy, and we should have a bath panel instead of a piece of board.	Dunfermline
Repairs fixed quicker. Took weeks to do mine. Park maintained more. Noisy gas boxes addressed.	Dunfermline
Stop charging tenants for solar panels and fit panels to all Kingdom properties.	Dunfermline
Supply better heating. I have storage heaters they are expensive to run and not efficient.	Dunfermline

<b>Making rent better value-comments</b>	<b>Town</b>
The windows in our estate are so far out of date the joiners can't even repair them it has to be CR Smith. I have draughts in every room and spend a fortune on heating for it just to go out the window!	Dunfermline
Update appliances in house. Radiators and extractor fans. Re-grout tiles in bathroom. Offer painting at a price if needed.	Dunfermline
Update their houses especially in Inverwere Place.	Dunfermline
Upgrade heating system and kitchens. We have been in the house 15 years now and it really needs upgraded.	Dunfermline
Visitor parking, as people fall out repeatedly over parking.	Dunfermline
We pay for the grass to get done. And in the winter what are we paying for?	Dunfermline
Inform tenants that they need to put the right stuff in the right bins.	Dysart
More checks on things. Someone to visit to see that exterior things need done. Bin area is an untidy mess. Fencing needs painted. Someone throws their empty food containers onto the front garden area of the building.... why don't the cleaners remove every week?	Dysart
Fences and black railing have only been painted once in the 12 years I have lived here. Get in decent gardeners.	East Wemyss
Better and cheaper system for heating. Window replacement which I believe is getting done this financial year. Assessing pet permission on an individual basis rather than blanket ban. I feel very lonely and would love a dog for company but because it's a shared entrance, I'm not allowed one whereas cats are allowed. I can't have a cat due to visiting family having allergies. I've asked all the neighbours in building if they're ok for me to have a dog and they would be willing to sign something to say so! Other than this, I'm very satisfied with my home and area and Kingdom Housing customer service.	Elie
Better heating.	Falkirk
Checking on properties. My bathroom is damp after several floods to kitchen below. Haven't heard back about repairing the ceiling in kitchen or tending to the dampness in the bathroom. Bannister is very weak and dangerous in my opinion and kitchen drawer facings all falling off. And all doors upstairs don't close due to the snibs being stuck in.	Falkirk
Help with cutting grass, too expensive to pay. Have more bungalows on estate. Only two here and I struggle getting upstairs at times. Had many bad experiences with flats.	Falkirk
Rent is far too high.	Falkirk
All residents here have children who have nothing to do here in the garden. Kingdom prohibits toys in the garden. It is not possible that children do not play with toys in the common garden.	Glenrothes
Be more selective in who they place into apartments in the building. We routinely have problems with the people across the hall and potentially others involving noise and smells.	Glenrothes
By upgrading the properties because they're old and tired.	Glenrothes
Car parking is possibly the only issue at my location.	Glenrothes
Cheaper Council tax. Band D overly expensive.	Glenrothes
Clean close more often - more bins - more recycling.	Glenrothes
Consider allowing residents who stay in flats to have a small shed for storing bikes and other items. The fact that the large garden is shared means that nobody is allowed to do anything to personalise or make use of it, other than hanging washing or sitting in it. It would be nice if each flat could be allocated a quarter so that they could have a small herb garden in pots or such like. I used to use my bike a lot but had to give it up as I have nowhere to keep it. This is not a good situation in a day and age where green transport and a healthy lifestyle are being encouraged, especially as the garden is such a good size.	Glenrothes
Cut the cost of rent. It makes me unhappy to think if I had the deposit for a house, I could pay less mortgage and Council tax per month. I'm unable to save because of high	Glenrothes

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rent costs and find the rising rent costs crippling to my budget. I worry that I won't be able to afford high rent prices in the future, i.e. following retirement.	
Deal effectively with anti-social neighbours and control the high number of cats fouling and prowling around. Almost all gardens and grass are a complete mess. No neighbour or person ever speaks to us even though we have lived here for ten years.	Glenrothes
Disabled parking.	Glenrothes
Drop the rent price. It's too high; it takes up all my wages. I am on a low-income wage and struggling to make ends meet.	Glenrothes
Get Greenbelt to top trees. They stop light and sun getting in. I have to have lights on during the day to work in the kitchen and back bedroom. The leaves and muck that fall in the garden is ridiculous and is a tough job for me to clean.	Glenrothes
Give storage boxes outside for tenants in flats.	Glenrothes
I would like to be able to put a shed in the joint gardens and have a section that I can grow things in.	Glenrothes
Improve the rate of anti-social behaviour and kick them out or forced to make them move them away if they don't behave.	Glenrothes
Internally I have issues with cheap original panel doors that are actually delaminating as the glues have aged / dried out. Aged electrics /cabling switches etc. Main front / rear doors that have large gaps around / under due to age and distortion of wood and frame. Inadequate total loss old generation blow air heating, that you continue throwing good money after bad in trying to maintain. Hopefully the spares bank for these defunct units will run out and you will be forced to replace with a more efficient system. Or maybe we should pretend like the many others and play the sickness / asthma card.	Glenrothes
Make sure the communal is being maintained as it is supposed to be.	Glenrothes
Making it easier to get bigger properties for people who want to try and adopt or foster.	Glenrothes
More of a variety of ages in schemes.	Glenrothes
My husband and myself would like housing management to ask themselves when allocating houses to both young and old do they really want to live next to young tenants or old as it does not work. Nowadays young tenants are not interested in the elderly next door. I have experienced this over 13 years now in this flat.	Glenrothes
New kitchen.	Glenrothes
Nothing that I am aware of at the moment.	Glenrothes
Put better kitchens in and shower cubicles as mine are falling apart.	Glenrothes
Put up a fence around our front garden as people and dogs go through it. The side of the house is not very good as only 1 little bush and nothing else, but happy with value for money.	Glenrothes
Reduce rent.	Glenrothes
Remember that it is an association that does help a lot of low-income families. Increasing rent year on year, but not receiving anything different is difficult! Asking us how big we would like the rent increase to be but then stating if we say no increase, we will not have access to repair services is essentially forcing your tenants to pick an increase even if they don't agree!	Glenrothes
Remove the outdated heating systems in the Henge. I suffer from allergies and the heating makes it worse	Glenrothes
Rent is doable although I do worry for the future as moved in 3.5 years ago and rent has increased by 8.5%. Not including the rent rise we are about to get for this year. So rent increase is quite high overall for a 1970's built home with its original MDF doors, woodwork and bathroom, and horrific heating system. So, I would say needs an internal upgrade. Also, not quite sure why we have solar panels and get charged nearly £12 a month as part of the rent when there is no solar battery so most of everything goes to	Glenrothes

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the grid to the financial benefit of Kingdom Housing? Quite frankly if they had their tenants needs in consideration, we would have had external doors that are safe with no draughts. Perhaps Kingdom should stop building new houses and sort out the ones they already have. I'm actually quite gutted we cannot forward some pictures so if at all possible, I would be more than happy to do so.	
Replace windows. Families should be made to tidy up gardens, toys and rubbish. KHA used to be strict, the properties have most certainly the potential to become a slum.	Glenrothes
Replacement of kitchen cabinets; too few cabinets in the kitchen.	Glenrothes
Sound proof homes, build detached homes and common sense when allocating parking as there isn't really enough for some of the tenants to park at their houses.	Glenrothes
Stop increasing the rent annually.	Glenrothes
Take into account the length of tenancy and amount of rent paid overall when deciding what properties deserve upgrading. Just because I don't report my bathroom, doesn't mean it isn't old. Some properties have had multiple bathroom replacements because of a change of tenancy.	Glenrothes
The tiered increase in rent is not fair. Every year it goes up a certain percentage. As I have a large house my percentage scale is bigger than a 2-bed roomed person. A set increase in pounds would be better.	Glenrothes
Think repairs should be fixed properly, especially with the roofs here. Also, nowhere for your bins to go.	Glenrothes
To carry out repairs efficiently and to manage the rent payments for what you are receiving.	Glenrothes
Update new heating, new external doors and kitchens etc.	Glenrothes
Upgrade the kitchen; more units and no cheap materials. Condensation is an issue as is parking in the area.	Glenrothes
When I moved in had lots of leaks and poor patch up jobs in all areas but no leaks now.	Glenrothes
Windows need improving.	Glenrothes
Although pets are the responsibility of their owners their faeces are devaluing the neighbourhood.	Guardbridge
Build a play area or 5 a 'side football/games area or a small swing park.	Guardbridge
Check that your properties are kept up to standard.	Guardbridge
Nothing I can think of.	Guardbridge
People that cause anti-social behaviour are allowed to stay and cause further problems.	Guardbridge
Security on the estate.	Guardbridge
So, families could afford to live in them.	Guardbridge
Stop condensation on windows. I am expected to maintain a standard, so I expect and pay Kingdom to maintain a standard which they are extremely remiss at doing.	Guardbridge
A full yearly check on all aspects of their properties.	High Valleyfield
Being in a part private and rented neighbourhood, I find that residents in the private area can treat the rented gardens as places to allow their dogs and children to do as they please. If Kingdom are contacted, they can do nothing to prevent this from happening. This results in arguments with neighbours.	High Valleyfield
Cut OAP'S gardens free of charge. Not all OAP'S can afford this service!	High Valleyfield
Deal with dampness that is coming from drainage problem in back garden which was never properly addressed away back when tenancy began 17 years ago. This was fobbed of with excuses & is now causing dampness in property.	High Valleyfield
Do more to upgrade outside and inside house. Rough-casting outside walls, front and back doors needs replacing. Better lighting at front door. Water still coming down chimney was assessed to be taken down have not been informed when this will be done.	High Valleyfield
Do something about the damp.	High Valleyfield

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Finish re-roofing my home like the rest have been done & stop saying it's because you ran out of money. Re-paint the outside of my home so it's clean looking & not a mess. Re-fence my garden with six foot fencing all round. I would be happy to pay if work done by you.	High Valleyfield
Make the houses up to standard. My house should not shake when my neighbour slams the door, wooden windows, condensation, mould, I will be here forever!	High Valleyfield
No comment.	High Valleyfield
Proper appointment-based visits to tenants to discuss any issues.	High Valleyfield
Can't think of anything thanks.	Inverkeithing
Don't know! I only moved into my new home in January.	Inverkeithing
Having the heating working would be good.	Inverkeithing
If communal area at back of flat was weeded more often.	Inverkeithing
Keep rent as it or cheaper.	Inverkeithing
More help with nuisance neighbours' instead of being ignored or passed to Police.	Inverkeithing
Very happy at the moment.	Inverkeithing
Cheaper rent so a tenant on benefits does not have to pay any housing costs.	Kennoway
Location of bin storage is poor. In summer it's terrible as bins are right opposite front door and it's constantly swarming with flies and wasps.	Kennoway
Nothing.	Kennoway
Put more fencing up so that dogs don't dirty in front of people's windows or houses.	Kennoway
We have a large grass area at the front of our home and every year it seems they change the contractor that cuts this grass and all, but one has been poor value for money. They cut the grass in the rain and this flattens the grass, rather than cut it and what is cut is left lying and grass gets trailed everywhere. When they cut it when it is dry, it is not short enough and they do not collect the grass.	Kennoway
Better internal work. My house is suffering from poor workmanship.	Kincardine
Due to property coming with nothing, I feel like the rent is rather expensive, although it's a good size property.	Kincardine
For me personally, nothing, but I have yet to see that they are definitely going to be dealing with the communal garden area to the left of my property.	Kincardine
Improve the problems with the property.	Kincardine
Painting of the external walls and repair the external cladding before more falls off.	Kincardine
Reduce rents rent increases. We are supposed to be living in "affordable housing". A huge chunk of my wages goes to pay my rent and Council tax.	Kincardine
Repair things properly first time. Tackle anti-social behaviour.	Kincardine
The garden services.	Kincardine
Well the rent has been raised already after only 4 months which I think is a bit soon to start raising it; not even stayed there a year yet.	Kincardine
When repairs are required. These should be done in a timely fashion. Then a follow up call to confirm the work has been done satisfactorily.	Kincardine
Replace exterior doors and windows and refit bathroom. Doors and windows and draughty and beyond their best. Painter wasn't happy painting them as say they are rotten.	Kingskettle
Do more to protect residents from anti-social and aggressive neighbours.	Kinross
Actually complete outdoor repairs. There has been a missing panel in our rear fence since I moved in 2 years ago and the gutters need to be serviced more often.	Kirkcaldy
Give 2 weeks free rent (Summer and Christmas) that Fife Council provide.	Kirkcaldy
I feel that Kingdom Housing is very good for money. However, I feel the money going towards the stairwell getting washed is wasted. Sometimes as the men are in and out	Kirkcaldy

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within 2 minutes it is never properly cleaned. I also feel a lot of Kingdom homes have old windows that cause condensation and lose heat from the home.	
I suppose the money can't be helped as the flat is really clean and nice looking. Fire doors aren't exactly cheap either so maybe normal doors would help us with the cost for the flats.	Kirkcaldy
I think they should provide flooring; this is a major cost when entering a new home and many of my neighbours still do not have flooring down after months of being in a new build.	Kirkcaldy
I'm not sure how much rent we pay.	Kirkcaldy
In my case, all the rooms need to be insulated.	Kirkcaldy
Lower rents to Fife Council levels. Rent increases are above what anyone gets as a percentage of pay rise if you are lucky enough to get one.	Kirkcaldy
Lower the rent and improve inside of house.	Kirkcaldy
Modernising heating and bathroom would make a big difference.	Kirkcaldy
More specific place and time for social interaction (i.e. function room)	Kirkcaldy
My boiler is rubbish it doesn't heat the water up properly and a shower would be great.	Kirkcaldy
Nothing.	Kirkcaldy
Parking and dealing with nesting seagulls.	Kirkcaldy
Parking lots for cars with canopies.	Kirkcaldy
Provide better waste disposal services as too few bins to deal with amount of rubbish bins always full.	Kirkcaldy
Put in a new kitchen and bathroom as they are very outdated!	Kirkcaldy
Reduce rent more in line with local Council housing rents.	Kirkcaldy
Reduce rents for those on low incomes.	Kirkcaldy
Reduce your rent in line with Council properties.	Kirkcaldy
Stricter rules for anti-social tenants	Kirkcaldy
Supply new windows.	Kirkcaldy
The rent goes up by £12 every year. When I moved here it was £264; my pay hasn't gone up and I'm finding it hard. Now it's £366; I've been here for 12 years.	Kirkcaldy
Vet people moving into the houses possibly references from past landlords or Council.	Kirkcaldy
Windows	Kirkcaldy
Heating is a big issues. The storage heaters are non-economical due to having to utilise the response heating when it's very cold. The houses are damp, and I've been advised to just paint this over. This is not good for health and needs addressed.	Largoward
Install modern windows, new sockets and lights switch, tackle parking e.g. make more use front garden nobody uses them and cutback bushes and clear fly tipping.	Leuchars
Keeping housing up to date.	Leuchars
New kitchens and bathrooms, windows possibly. And the right to buy your property would be amazing.	Leuchars
So, I've been in the property for 15 years and each year the rent goes up, but no modifications have been offered i.e. new bathroom or new kitchen!	Leuchars
Make regular visits to talk to tenants - we only ever see contractors or Kingdom service staff.	Leven
The company that cleans the stairs and hallway are to say the least, terrible. They use dirty water and mops and are finished in the blink of an eye. Kingdom are not getting value for money from this company.	Lochgelly
Clean the moss of the roofs as I am unable to clean up the mess that lands in my garden. Maintain ALL the fencing that belongs to them and not the tenant. i.e. back fence they had to build prior to me moving in.	Lochore

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I am looking for a private let as I have paid full rent in this house for 10 years and the dampness is too much. I emailed to ask if I would be considered for another house but received no reply.	Lochore
I cannot give an answer except to say Kingdom Housing do a good job so no cause for complaints.	Lochore
Just keep maintaining these old buildings.	Lochore
Car parking management.ie marked bays so people don't take more than one space when parking.	Lower Largo
Ensure contracted gardeners do what they are supposed to regularly in communal areas. Provide big enough gardens for all to be able to erect even the smallest of sheds as this is unfair (unequal opps) that some cannot due to the 4m distance rule and then the distance from the fence rule on top of that or because garden given is on a slope so putting a shed up is impossible! Numbered parking lots so can park nearest own gate with 'blanks' in between for visitors. Finish roads asap wherever building as not fair to ask residents to walk and/or drive/cycle on uneven road surfaces. Not all roads have pavements for pedestrians to walk/push prams on etc. = safety hazard. Raised edging which could be tripped over - corrections not attempted even though' reported to KHA. When send staff to patrol areas would be more professional not to harass the occupants (e.g. peering into windows), and to always be wearing identity badge/hand it over, introduce themselves clearly and state why they are calling (including when letters may have been sent in advance).	Lower Largo
Garden is small; we have the only house in our area that doesn't have a private garden. Rent keeps going up with no change to our house. The building site leaves the area messy with rubbish lying around including nails and scrap metal, so rent is pretty high considering this.	Lower Largo
Put a fence around my area and update the heating system to central heating.	Lumphinnans
Clean out the anti-social neighbours. My home used to be a calming and relaxing place; now it's like living in a tin can being hit from all sides. I am looking for somewhere else to live.	Methil
For the rent I pay, the house is so small; has one tiny bedroom.	Methil
Larger radiators for gas central heating system that's the only things that's wrong. The house can be very cold in the winter and I don't have enough money to keep the radiators on all the time. Everything else is perfect.	Methil
Neighbourhood services dealing with anti-social neighbours could be improved.	Methil
Nothing.	Methil
Nothing; it's perfect.	Methil
Painting the fences and decking. I've had it done myself since it was put in place. I'm aged 90 years so I'm not able now. Kingdom installed the decking, not me.	Methil
Reduce or freeze rent prices or give free month (increase other months a little).	Methil
Right to buy.	Methil
Since becoming older (pensioner) I love my bungalow and my Kingdom home makes such a difference to my life. But families living next to me cause problems with noise. Also, young people who love to party all night. I personally feel homes like mine should be small places for old people to live in peace.	Methil
Stop charging for communal garden work that doesn't get carried out.	Methil
The telephonist need training to listen to tenants worries; after all they are the first port of call. It is nice to be nice.	Methil
Update the kitchens, windows and bathroom.	Methil
Windows, kitchen, bathroom, heating system out of date and old. I pay my rent and don't even have a garden?	Methil
Not to leave things like kitchen and bathroom for 20 years before they are replaced. Windows and doors as well as internal doors.	Methilhill

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Take responsibility for the outside lights on the house.	Methilhill
Change heating systems.	Milnathort
Sort out the lighting in stairwell and back green.	Newburgh
The rent increase has continued, and no repairs/improvements have ever been carried out here. I think rent should be re-assed on the condition of my property and that's not my fault. Cracks on walls where it's an old building shouldn't be there unless the building is subsiding. Rising damp and meant to have a contractor to come out but never heard anything. Overall, the property doesn't work with having my bedrooms above the downstairs living room and kitchen; this needs changed ASAP. I need a new property as I can't handle living here anymore, not given we live with single windows that are draughty, let rain in and rattle, and have no energy efficiency about them. My front door is an old wooden door with a very poor frame work and also doesn't lock properly; but told on phone that as long it locks from outside then its fine.	Newburgh
Cheaper rent and not to pay service charge; especially if you receive benefits. There should be 1 TV license per block to pay.	Not stated
Don't just talk to residents listen!	Not stated
Very good.	Not stated
New bathroom.	Perth
I think the kitchens need replaced as they are 19 years old and look it.	Pittenweem
None that I can think of.	Pittenweem
The houses to be maintained to a higher standard and modernised.	Pittenweem
Maintain housing conditions, e.g. new bathrooms, windows. External flat doors too flimsy and of poor quality. Bin areas need more attention and lots of rubbish and household waste lying about. New boiler system; have poor heating.	Rosyth
Being just a double and one single room, I feel the rent is a little high but for what I have i.e. a semi-detached house with a drive, garden etc. I honestly cannot complain.	Springfield
The fact we pay a charge for a shared garden that never gets looked at is a waste of money; it is overgrown with weeds. I have brought this issue up several times in the past, but nothing seems to be getting done yet I'm still required to make a payment each month.	Springfield
There has been and may continue to be a large amount of anti-social behaviour in the block of flats. Three of the tenants in this scheme have suffered because of anti-social abuse.	Springfield
Bring gas repairs back in house. I've had to spend too much time waiting for a visit; then again for another visit once Kingdom approved repair.	St Andrews
Everything is fine.	St Andrews
Fencing round gardens.	St Andrews
Get garden areas looked after, pathways weeded cleaned roofs gutters cleaned generally spruce it up ...some bits are disgraceful...I should not be doing weeding.	St Andrews
I don't know. Space and light. Peace and quiet.	St Andrews
I think the rent is just too high compared to Council houses in the same area.	St Andrews
Kingdom Housing should let us know whose responsibility it is to do something about the garbage that is occasionally blown around the estate by the wind. When this happens and the grass cutting crew come to cut the grass, the garbage is cut to pieces by the grass cutting machines and then left to just blow all over the place - only in smaller pieces. Personally, I think the tenants should be responsible by putting their garbage into plastic bin liners before they put the garbage into bins - thus if the bin lids fly open on a windy garbage collection day, the garbage is not strewn all over the place. The reason I'm writing this in great detail is because maybe because of the way the wind blows the garbage (i.e. wrapping paper, empty crisp packets and plastic drink bottles, and even sanitary pads in the last instance) the garbage seems to settle in a	St Andrews

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particular corner of the estate where it really is an eyesore. I live on an upstairs block and so maybe I could ignore it but it's sad that people who probably care about the way they dispose of their garbage have no say basically on where other irresponsible tenant garbage ends up. It would be nice if Kingdom Housing would mention this in the newsletters. Also, a mention for the tenants to put back their bins after collection - some leave them for almost a week if not more to do so.	
Lower rent! As a single mother with shared access to 2 different sex teenage children, I need a 3-bed house. I am on the edge of losing my home due to not being able to afford the higher rent compared to the likes of Council properties. Yet I have lived with a broken boiler for 3 years, mould and condensation problems? More help for families that need the house but can't pay almost £400 a month in rent!	St Andrews
Make front/back door more wheelchair accessible.	St Andrews
Make more disabled housing available. Have asked for rails to be put outside to help my husband get in and out. Did ask once and was told no. That's why we put in application to be moved to sheltered housing or somewhere there is no steps.	St Andrews
More servicing on door and window locks. Painting the outside of houses, windows and doors. Painting numbers on parking bays would solve parking problems.	St Andrews
My front garden has no fences left between both neighbours' houses. That needs repaired. I would also like Kingdom to put a fence around the whole of the front garden as I'm sick of the neighbours dogs using my garden as a toilet, and not picking it up. I'm sure you will use some excuse as to why this can't be done?	St Andrews
Problems with damp in my house need attention.	St Andrews
Proper management of grass cutting and bush/tree trimming. Area behind my house is a complete bog most of the time, and damp affects the house.	St Andrews
Since coming into house, we have had bother with central heating boiler and one radiator. The engineer has been out on numerous occasions. They say there is nothing they can do as the underfloor pipe was fitted wrong when installed and I would just have to keep calling them out.	St Andrews
Can't think of anything at this time.	St Monans
Demolish and rebuild.	St Monans
Does there need to be a sign letting neighbours, visitors, postmen, know that the properties we live in are part of a Scottish Charity called, Kingdom Housing Association Ltd? I have seen a Kingdom Housing Association sign in Elie. Should East Street, St Monans properties also have a similar sign? This could be a decision made at a Tenants' meeting. The local people of St Monans might prefer for there not to be a sign. Either way I do not mind. What is the best way forward for us all?	St Monans
I am very grateful for my house. I was ill when I moved here but I think now having a dry house my health has improved. I have good neighbours and there is a nice community spirit. Thank you, Kingdom Housing.	St Monans
Be the same price as LA Council housing.	Tayport
Could've avoided increasing the rent, making it harder to afford. More regular checks as there's a flat in my block with continuous marijuana smells coming from it.	Tayport
Decent play areas for kids. Shared areas to be better maintained.	Tayport
I am very happy with everything.	Tayport
I currently pay a service care for communal area but the bit outside my door has not been maintained since last spring; it's like they have forgotten about this one bit.	Tayport
More or allocated car parking spaces	Tayport
Too expensive. Windows are in a dire state where woodwork is crumbling, and water gets in. External doors leak water and air badly causing heat to escape. The garden wall is crumbling badly.	Tayport

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All the front doors in Orebank Terrace have draughts; have spoken to many neighbours and I've lived here since the houses were built. It's such a let-down as the house is warm but all the hall and upstairs is really cold due to draughts.	Thornton
Could do with upgrade in bathroom and kitchen. Gaps round front door.	Thornton
As I have only lived in a new build for a few months, I can't make really comment on this.	Tullibody
As I said due to my disability, I would like my grass cut front and back. I pay a window cleaner and a post box would not be too bad. Some speed signs to lower traffic for children.	Tullibody
Better use for the kids of the grass areas. At the minute they are using the roads for their games. We have a great space to provide the kids an area they can play games, but it is poorly designed as it isn't level. Could we maybe do a fund raiser to get playground equipment?	Tullibody
I pay service charges for grass cutting yet have a driveway and grass out the back. The residents that have their grass in the front garden get there's cut for them, so why shouldn't our back gardens be cut for us? I pay same service charge.	Tullibody
More watchful eye on neighbourhood.	Tullibody
Parking is the main issue we have. There should be allocated parking to each resident if no driveways at properties; I know my neighbours feel the same.	Tullibody
Private front garden would be better for me.	Tullibody
Satisfied.	Tullibody
The size of the houses inside and outside is perfect, but the quality of the insides fixtures and fittings are cheap quality and internal windows were brand new but causes a lot of draughts.	Tullibody
Bring back a warden and social activities in the common room.	Upper Largo
Clear paths when it is frosty and snowing.	Upper Largo
Recycling.	Upper Largo
Kingdom are building lovely properties. I strongly feel the older houses which I am in should get a face lift i.e. new windows and doors. I have been in new builds and they are lovely. Would be nice to have a face lift on old.	Wormit
Make the houses more energy efficient	Wormit