

Owners Satisfaction Survey 2026

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1. INTRODUCTION

- 1.1. The Association provides estate management services to 2,150 owners. Of these, 203 also receive a full factoring service. These owners live in a range of property types located across Dundee. In most cases, the properties were originally purchased from the Association or its predecessors through the Right to Buy and thus owners' properties are within estates where the Association also rents properties to tenants.
- 1.2. The Scottish Social Housing Charter has placed an obligation on landlords to survey owners who receive any type of factoring service at least every three years. The last survey was undertaken in 2022. The Scottish Housing Regulator (SHR) has set a question which must be asked in this survey and reported in the Annual Return on the Charter (ARC) every May.
- 1.3. The opportunity was also taken to ask other questions to gain owners' opinions of the services provided. Owners were asked to tell us why they were dissatisfied so we have the opportunity to use their comments to improve services.

2. BACKGROUND

- 2.1. The Association issued a postal questionnaire to all factored and non-factored owners in February 2026 with a freepost envelope provided. A link was provided so residents could complete the survey on-line. The survey could also be accessed via the Association's website.
- 2.2. The overall survey response return was 5.8% (110). This is a reduction in response rate from 2022 (6.8% (149)) and 2019 (7.6% (165)) return rates using the same methods. The split between factored and non-factored owners is given below.

Table 1	Number of Respondents	Total Number	Percentage Responded
Factored	14	203	6.9%
Non-factored	96	1,703	5.6%
Total	110	1,906	5.8%

This shows that a higher percentage of responses was received from factored owners. This would be expected with the increased engagement we have with them due to the nature of services provided. The decreased response rate reflects a general reduction in engagement post-covid.

- 2.3. The answer to the ARC question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by Abertay Housing Association?" was as follows:

Options	Factored Number	Factored Percentage	Non-factored Number	Non-factored Percentage	Total Number	Total Percentage
Very satisfied	4	28.6%	13	13.5%	17	15.5%
Fairly satisfied	4	28.6%	23	24.0%	27	24.5%
Neither satisfied nor dissatisfied	2	14.2%	29	30.2%	31	28.2%

Fairly dissatisfied	4	28.6%	11	11.5%	15	13.6%
Very dissatisfied	0	0.0%	20	20.8%	20	18.2%
Total	14		96		143	

40.0% of owners are either very or fairly satisfied with the Association's factoring services. This is a decrease from 53.9% in 2022 and 60.0% in 2019.

- 2.4. We asked factored owners only about some of the services we provide to them. The percentage either very satisfied or fairly satisfied is set out below:

Issue	2026	2022	2019
The cleaning and upkeep of communal areas including open space	57.1%	50.0%	63.3%
The standard of repair of the common parts of your building?	57.1%	45.8%	71.0%
That your views are taken into consideration when deciding work needed?	35.7%	37.5%	48.4%

The percentage either very dissatisfied or fairly dissatisfied is set out below:

Issue	2026	2022	2022
The cleaning and upkeep of communal areas including open space	42.9%	41.7%	41.7%
The standard of repair of the common parts of your building?	35.7%	20.8%	20.8%
That your views are taken into consideration when deciding work needed?	35.7%	29.2%	29.2%

This shows increases in both satisfaction dissatisfaction.

- 2.5. We asked all owners how good Abertay was at keeping them informed about a number of issues. The percentage who said either very good or fairly good is set out below:

Issue	2026	2022	2019
Our services and decisions	37.2%	51.3%	58.4%
Things that might effect you as a resident	36.4%	49.0%	61.4%

The percentage who said either very bad or fairly bad is set out below:

Issue	2026	2022	2019
Our services and decisions	35.5%	23.6%	18.6%
Things that might effect you as a resident	31.8%	25.8%	20.0%

This shows decreases in satisfaction and increases in dissatisfaction with results between the 2026 and 2022 levels.

- 2.6. We asked all owners how satisfied they were with the work carried out by the contractors to the open space in their area. 50% of owners were either very satisfied or fairly satisfied, an increase from 49.3% in 2022. 37.2% were either very dissatisfied or fairly dissatisfied, an increase from 19.4% in 2022.

2.7. We asked all owners about preferred methods of communication. The majority at 75.0% want us to continue communicating by letter. This has decreased slightly from 77% in 2022. 19.2% would like communication by e mail (29.7% in 2022), 4.8% by phone (19.6% in 2022) and 1.0% by website (0% in 2022).

2.8. We asked all owners a number of questions about our website to assist with decisions we will need to make in the future on upgrading it. 86.0% of those who had used the website felt it was easy to navigate. 94.4% of those who had used the website felt it was easy to make a payment. Four people said that had been unable to make a payment, but three of these said they had not used the website.

These results, combined with the answers to these questions in the tenants survey will be used in looking at the future of our website.

2.9. We asked all owners a number of questions in relation to their invoice. The percentage either very satisfied or fairly satisfied is set out below.

Issue	2026	2022	2019
The information provided on your invoice	48.1%	59.0%	66.3%
The response received to any query about the invoice	34.3%	49.1%	60.7%

The percentage either very dissatisfied or fairly dissatisfied is set out below.

Issue	2026	2022	2019
The information provided on your invoice	25.9%	15.3%	16.9%
The response received to any query about the invoice	18.6%	17.3%	19.1%

For both areas, satisfaction has decreased and dissatisfaction has increased. The comments in relation to the information provided were more that they did not feel they should be paying for some of the items rather than the amount of information provided. We are using feedback from previous years to try to make invoices clearer and easier for owners to understand. Invoices will be in a different format from the November 2026 billing due to the move to HomeMaster.

2.10. We asked all owners whether they were aware of our estate walkabouts. 64.4% were aware of them, which is less than the 73.9% figure in 2022. Of those who were aware, 3.7% had attended, which is less than the 18.1% in 2022. Annual walkabout leaflets are no longer sent to residents, they are publicised on our website and facebook. The information on our website advises residents that if they are unable to attend the walkabouts, they can report any issues to the main office and these will be considered during the walkabout. Owners factsheets sent with invoices publicise walkabouts, but due to timescales, the dates are not included.

2.11. Following the recent Internal Audit report, we asked whether owners would be interested in on Owners Working Group. 36 owners said they would be interested in this. This was discussed at the Board Away Day on 7 March, before final results were available and it was agreed that there was enough interest to pursue a working group and that this would be taken forward in the latter part of 2026/27.

- 2.12. For all questions, we asked owners to provide comments, especially if they were dissatisfied with the service. These have been analysed and staff are responding to individual owners and considering alterations to systems where appropriate.

3. RISK IMPLICATIONS

- 3.1. A number of health and safety issues were raised in the comments on the questionnaire, which are being considered by staff and dealt with where appropriate.

4. FINANCIAL IMPLICATIONS

- 4.1. The survey forms cost £3,438 to print and post; this cost is provided for in the annual budget.
- 4.2. The issues raised by Owners which have a financial element will be dealt with, where appropriate, within existing budgets.

5. EQUALITIES AND HUMAN RIGHTS IMPLICATIONS

- 5.1. Equality and human rights implications arising from the protected characteristics enshrined in the Equality Act 2010 are respected at all times.
- 5.2. Residents who are unable to attend walkabouts are given options to report issues to the main office, which will be taken into account.

6. COMPLIANCE WITH REGULATORY STANDARDS

- 6.1. Completing the survey is part of the requirements of the Social Housing Charter and acting on the results will assist with meeting Regulatory Standards 1, 2 and 4

7. CONCLUSION

- 7.1. The Owners Satisfaction Survey shows decreases in satisfaction and increases in dissatisfaction in most areas since the last survey in 2022.
- 7.2. This is based on a significant reduction in responses, from only 5.8% of our owners. Enough support was expressed for an owners working group for this to be taken forward.

8. RECOMMENDATIONS

The Board is asked to:

NOTE the results of the Owners Satisfaction Survey 2026.