

Thank you!



Thank you to everyone who took the time to complete our recent online tenant survey. We really appreciate you sharing your views and experiences with us.

Why did we carry out this survey?

We wanted to check whether our current priorities are still the right ones and to better understand where we are doing well and where we need to improve. A total of 244 tenants responded, giving us a valuable and honest picture of what matters most to you.

We are sharing this report with you to be open and transparent about what you told us. It sets out what we have heard clearly from tenants and the actions we are taking in response.

What have we learnt?

Your feedback has helped confirm that priorities such as providing good quality homes, delivering reliable repairs and offering value for money remain the right focus. It has also highlighted areas where we need to do better, particularly around investment in existing homes, energy efficiency, neighbourhood quality and making sure tenants feel listened to.

Alongside the positive feedback about our staff and services, we have carefully considered the constructive comments you shared. These are helping us shape clear ‘You Said, We Did’ actions so you can see how your feedback is influencing our decisions and our work. You’ll find more on this later in this report.





What will happen next?

This survey to hear your views was not a one off. In addition to our large-scale Tenant Satisfaction Survey, which will take place from May this year, we are also improving how we gather feedback more regularly. When our new tenant portal launches this spring, we will be able to carry out short, quick service surveys so tenants can easily tell us about their experience at the time.

These changes form part of our refreshed approach to improving communication and engagement with tenants. This includes the recent appointment of a Tenant Engagement Officer, a Customer Insights Officer and a Head of Communications, all focused on strengthening how we listen and respond to tenants.

How can you be involved and make a difference?

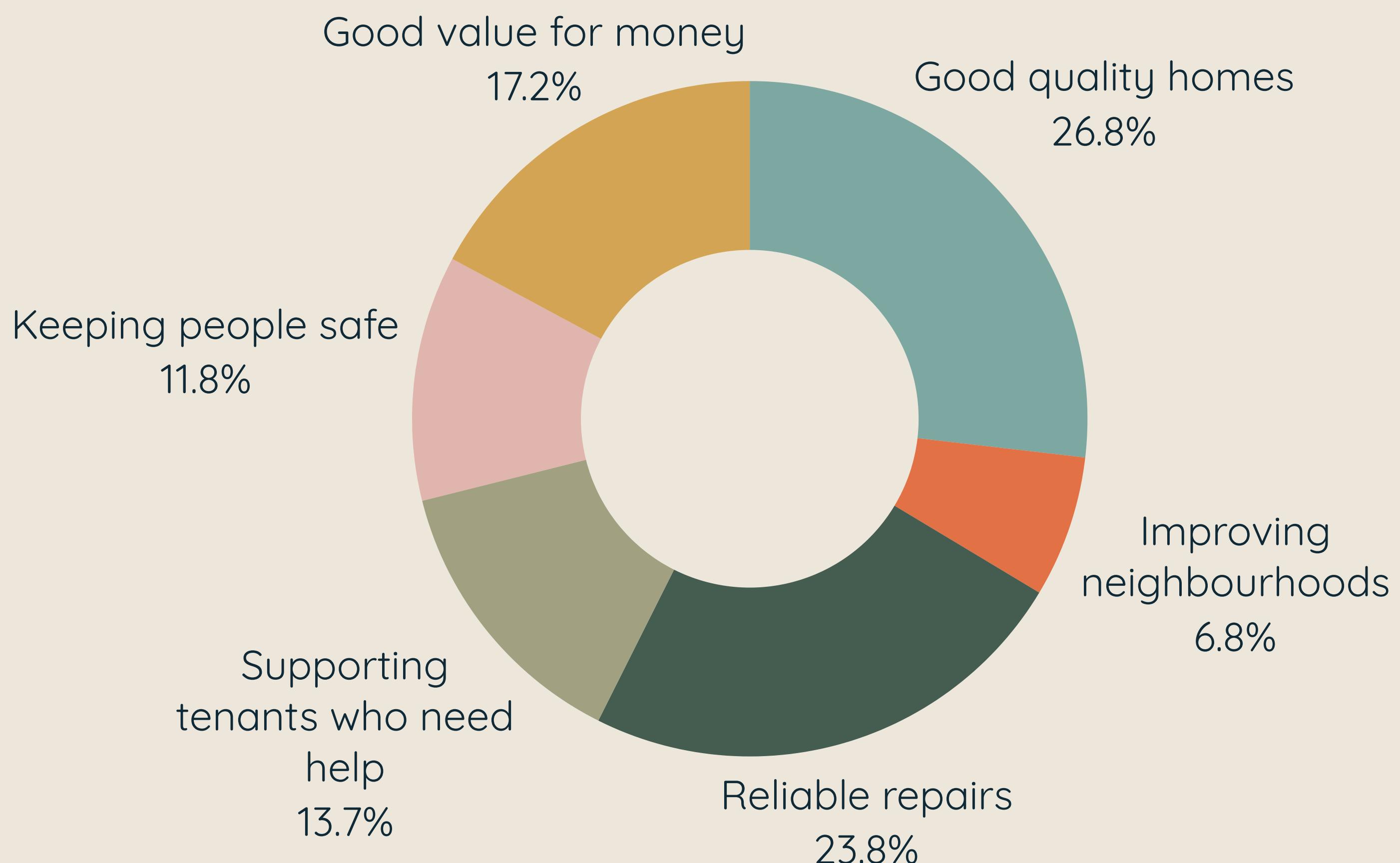
You can contact us at any time if you have questions, concerns or feedback (contact details can be found at the end of this report).

If you would like to be more involved in shaping our services or taking part in future engagement opportunities, you can also email our engagement team to find out more. Please email callum.wynd@cairnha.com

Your views matter to us. Thank you again for helping Cairn improve our homes and services.

Audrey Simpson
CEO, Cairn Housing Association

Which three of our priorities are most important?



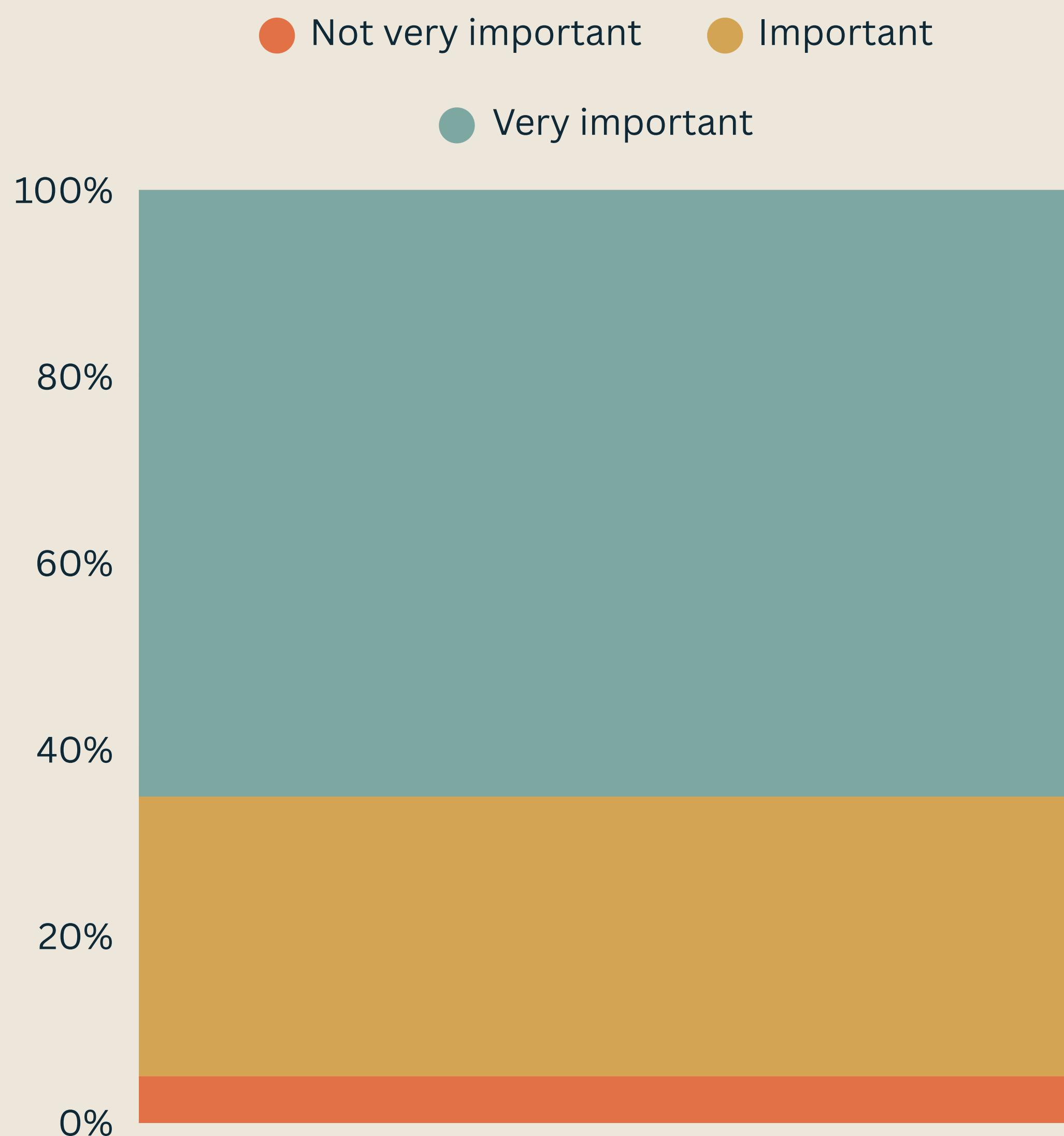
Do you agree that our priorities are the right ones?

 60%

 28%

 12%

How important is it that we invest in making our homes more energy efficient?

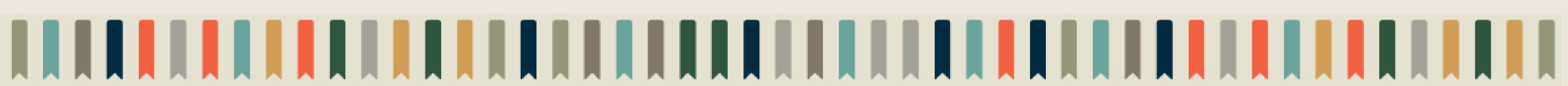


95% rated this as either very important or important

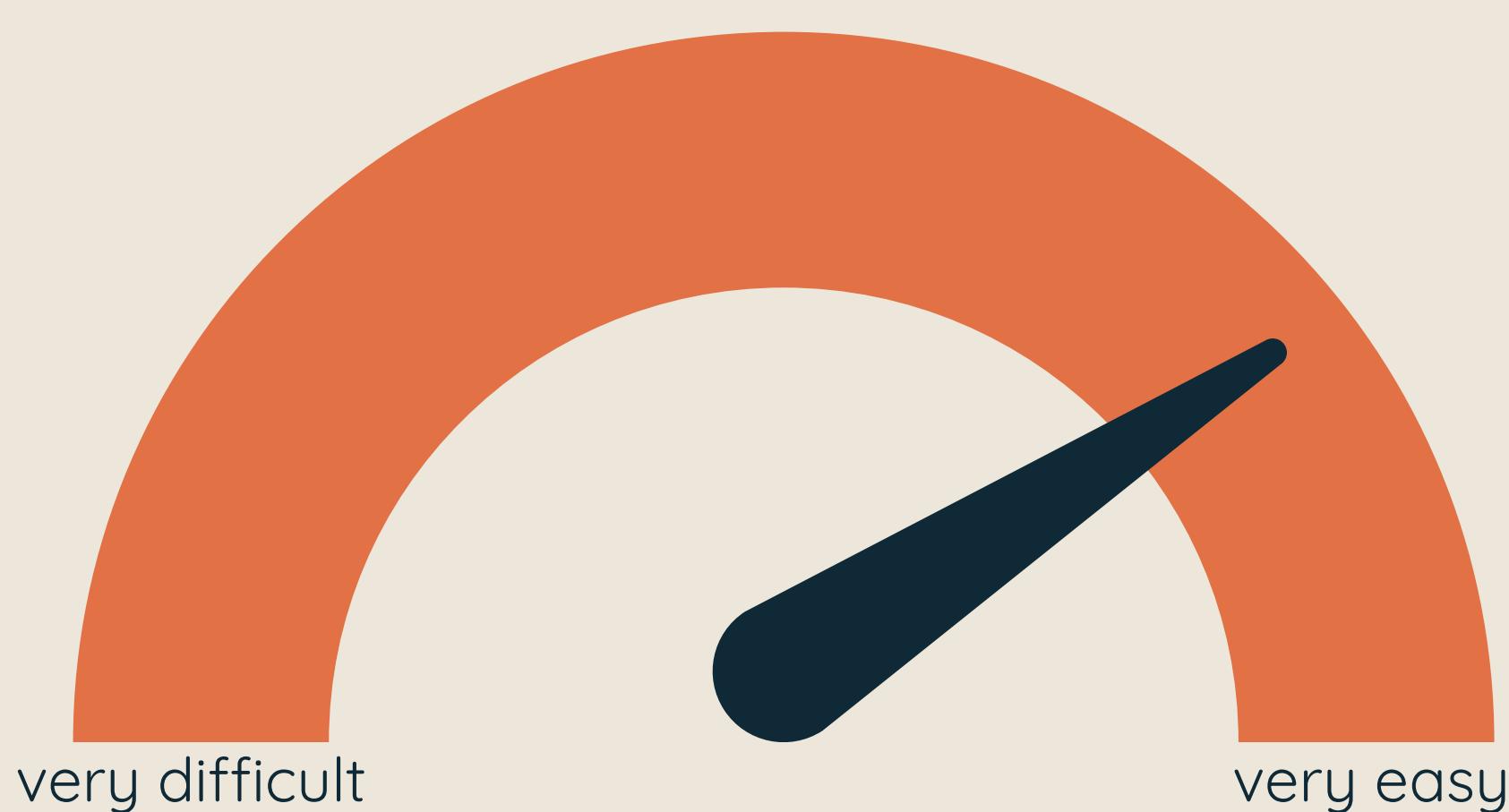
Only 5% indicated it was not very important

None said it was not important at all





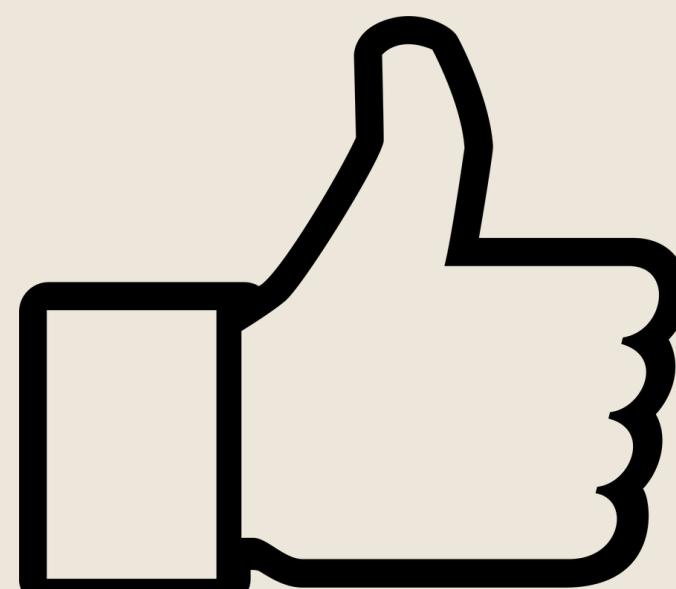
How easy is it for you to contact us and get the services you need (including repairs, advice, financial support)?



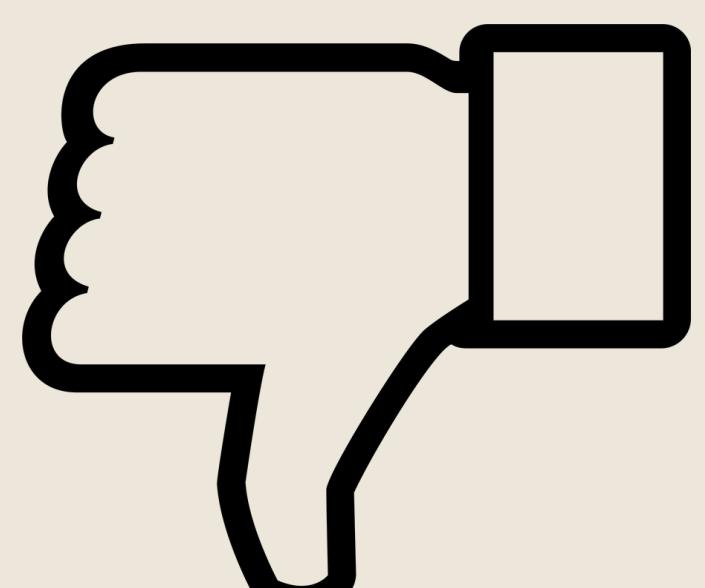
Overall score: 7.9/10

- Over three quarters of respondents felt it was easy or very easy to access services

How well do you feel Cairn listens to tenants and takes your views into account?



59%



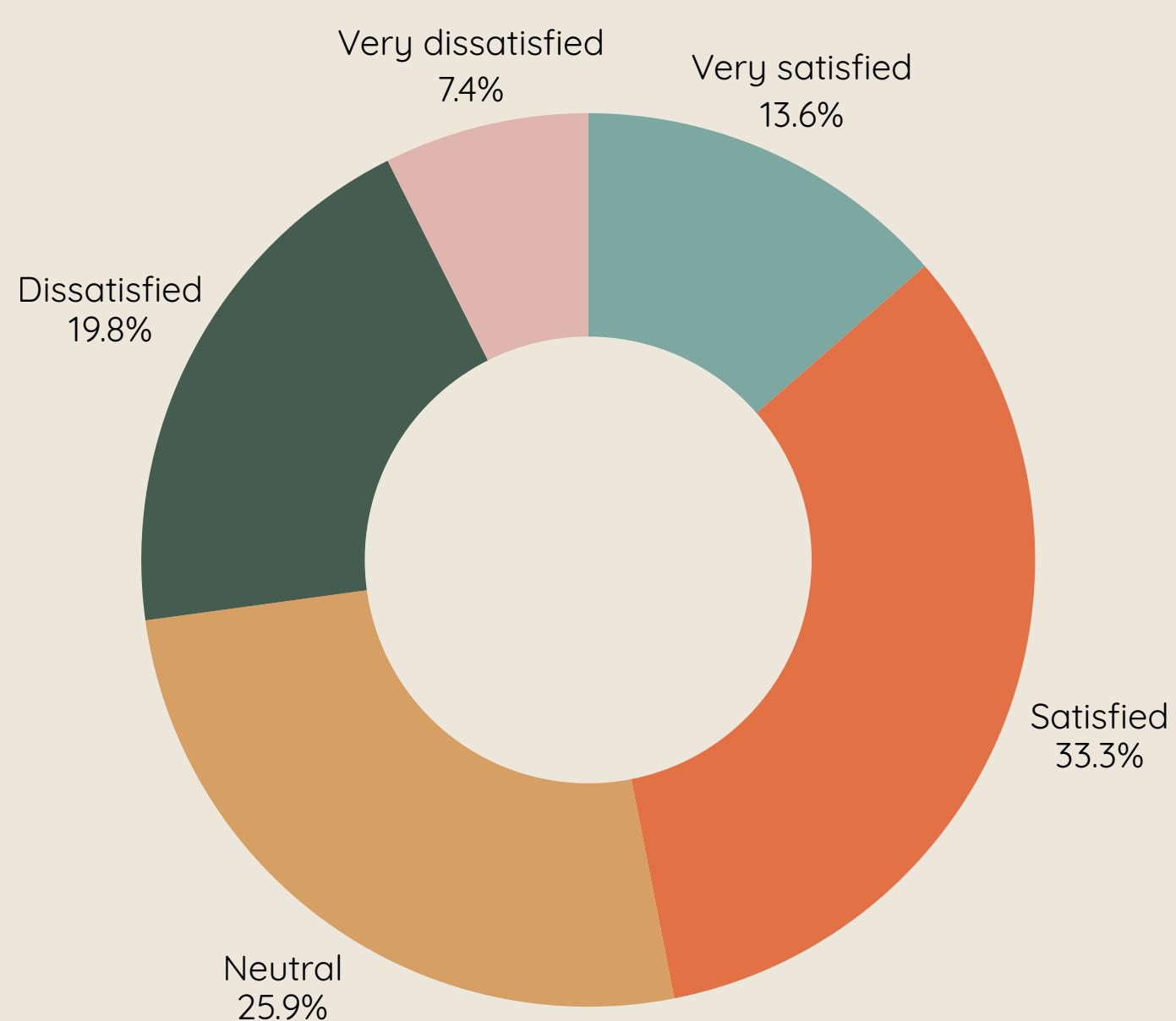
41%

How confident do you feel using digital or online services?



- Overall, 81% of respondents said they felt very confident or somewhat confident using our online and digital services
- 19% said they didn't feel confident or didn't use the services

How satisfied are you that you get good value for the rent and service charges you pay?





What is the one change that would make the biggest improvement to your home, neighbourhood or Cairn's services?

Handling of
anti-social
behaviour

Bathroom and
kitchen upgrades

Speed and
reliability of
repairs

Adaptations/
accessibility

Windows, door and
insulation upgrades

Grounds/gardens
maintenance

Wifi in
communal
areas

Improved
neighbour-
hoods

Communication

Heating and
energy efficiency

Value for
money

What are our next steps?

Value for money

You told us: You're are not always clear what you are paying for or how money is spent.

What we're doing:

- We are sharing clearer information about rent and service charges this year.
- From this winter, our rent consultation will be more detailed and include a breakdown of our income and spending.
- We are publishing a report in May showing what tenants told us during the recent rent consultation and how we responded.
- We have partnered with Lightning Reach to help tenants quickly find and apply for financial support.
- Our welfare benefits team continues to support tenants with money advice and benefit claims, increasing tenant income by almost £1million this year so far.
- We are working on improving how we use community benefits from contracts.
- We have started building 85 new affordable homes this year to help meet the huge demand for safe, affordable homes.



Feeling unheard

You told us: You don't always see how feedback influences decisions.

What we're doing:

- We will publish regular “You said, we did” updates showing how tenant feedback leads to change, such as this report following the recent tenant survey.
- We have appointed a Tenant Engagement Officer and a Customer Insights Officer to strengthen tenant involvement and to ensure tenant feedback shapes our services.
- We are establishing a Tenant Voice Board and a Customer Insights Panel.
- A tenant already sits on our Board, and we welcome interest from others who want to get involved in our work at any level.
- Our new tenant portal launches in April, making it easier to give feedback and complete surveys, as well as pay rent and book repairs.
- We will run a large-scale tenant satisfaction survey this summer and involve tenants in shaping our new business plan for 2027-2030.
- We are refreshing our website, social media and tenant newsletter to improve how we share information.

Grounds maintenance

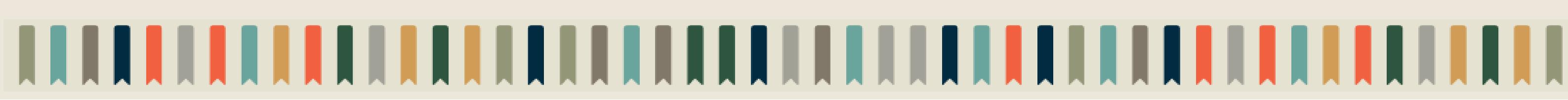
You told us: You feel estates are not always well looked after.

What we're doing:

- We are reviewing our grounds maintenance contract and the standards contractors must meet. A new contract will be in place by early next year. We will ask tenants for feedback on the current service as part of this review.
- We will clearly explain what work should be done and how often, so tenants know what to expect. This will be shared on our website as soon as possible.
- A new estate management policy is being developed, covering everything from estate inspections and how we deal with issues such as unacceptable behaviour. This is well underway and will start to be introduced from this summer.
- We also plan a longer-term review of factoring services, such as communal stair cleaning.

Housing quality

- You told us: You feel homes need investment.
- What we're doing:
- We have spent over £6million upgrading homes so far this year and plan to spend over £7million by the end of March.



- Once approved by our Board, we will publish our improvement plans for next year.
- Stock condition surveys are now complete for over half of our homes, with the rest scheduled. This information helps us understand what work is needed and prioritise improvements.
- We will shortly begin safety and compliance checks at buildings with common stairs to identify any repairs or investment needs.

Trust

You told us: You don't always trust that we will act on feedback or follow things up.

What we're doing:

- We are increasing communication and being more open about improvements made because of tenant feedback. This report is an example of this refreshed approach. This report shares the full survey results and our response to the issues raised.
- You will see more Cairn-specific updates through letters, emails, our website, social media and newsletter following a review of all of our methods of communication.
- We are increasing our visibility in communities and improving tenant participation through the new appointments noted earlier in this report.

- An action plan is being developed to support our tenant engagement strategy.
- Our approach is that every contact counts, and we are committed to building trust through clear communication and follow-through.

We also appreciate your positive feedback on our services, some of which we have shared below:

“Customer care is great well done, always willing to help”

“I feel privileged to be living in a good home”

“I would like to add that your repair staff are always very polite and efficient. Thank you.”

“Keep up the good work”

“I think Cairn do a good job”

“We are very satisfied with all your services and hard work and thank you very kindly for that”

“Good friendly staff whenever I've had to make a phone call”

If you are experiencing difficulty using our services or are dissatisfied with your experience, please contact us on 0800 990 3405 or at enquiries@cairnha.com