

# Tenant Satisfaction Survey



# What matters to you, matters to us

As we're committed to listening to your views and acting on your feedback, we recently commissioned a tenant satisfaction survey.

We have 738 tenants and 448 of them took part in our survey so we would like to thank each and every one of you for taking part.

It is important that we find out what you think so that we know what we are doing well and what we can do better.



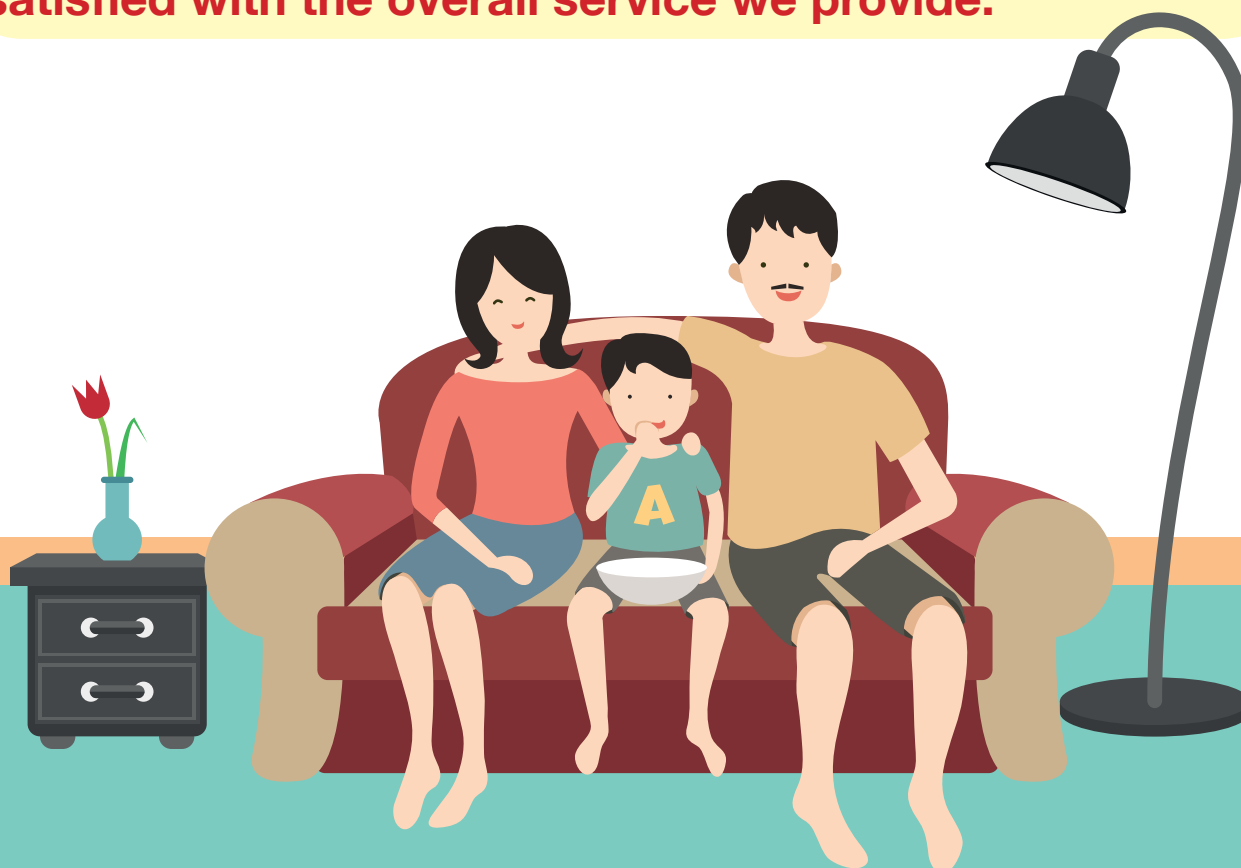
# Overall Satisfaction

**We asked taking everything into account, how satisfied are you with the overall service we provide?**

In 2014 79% of our tenants said they were very or fairly satisfied with the overall service we provide.

In 2016 89% of Registered Social Landlord tenants in Scotland said they were very or fairly satisfied with the overall service their Landlord provided.

**In 2016 92% of our tenants said they were very or fairly satisfied with the overall service we provide.**



# Your perceptions of us

**We asked to what extent you agree with the following**

We provide an effective and efficient service.

**94% of you thought we did**

We provide the service you expect from us as your landlord.

**93% of you thought we did**

We treat our residents fairly.

**94% of you thought we did**

We have a good reputation in your area.

**88% of you thought we did**

We have a friendly and approachable staff.

**97% of you thought we did**

You trust us as your landlord.

**93% of you thought we did**



# Your priorities

Repairs and maintenance - **89%**

The overall quality of your home - **88%**

Keeping you informed about services and decisions - **54%**

The management of your neighbourhood - **23%**

Grounds maintenance to common areas - **13%**



# Information and communication

Our newsletters are your preferred way of being kept informed about general services.

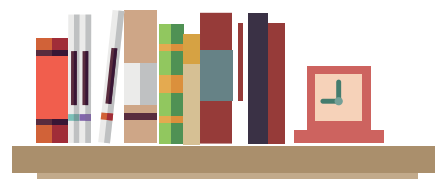
Telephone is your preferred way of us getting in touch with you to discuss your tenancy and for you to get in touch with us.

The internet is not your preferred method of contact but is a real possibility in the future as 61% of our tenants now have internet access (up from 49% in 2014).



# Keeping tenants informed

**We asked how good you feel we are at keeping you informed about our services and decisions.**



**In 2014 84% of our tenants said we were very or fairly good at keeping them informed.**

**In 2016 91% of Registered Social Landlord tenants in Scotland said their Landlords were very or fairly good at keeping them informed.**

**In 2016 97% of our tenants said we were very or fairly good at keeping them informed.**



# Awareness of participation opportunities

**We provide a range of ways for you to get involved in our decision making processes and give your views.**

71% of you were aware that you could get involved in by becoming a Member of the Association and attend our AGM

67% of you were aware that you could respond to regular customer satisfaction surveys e.g. on repairs

57% of you were aware that you could attend tenant group meetings

52% of you were aware that you could join our Management Committee

24% of you were aware that you could join our tenant scrutiny panel

21% of you were aware that you could take part in consultations such as the rent increase consultation

10% of you were not aware of any tenant participation opportunities





# Opportunities for participation

We asked how satisfied you were with the opportunities given to you to participate in our decision making processes.

In 2014 72% of our tenants said they were very or fairly satisfied with the decision opportunities we give them.

In 2016 81% of Registered Social Landlord tenants in Scotland said they were very or fairly satisfied with the decision making opportunities given to them.

**In 2016 91% of our tenants said they were very or fairly satisfied with the decision making opportunities we give them.**



# Satisfaction with various aspects of our repairs service

	2014	2016
The helpfulness of the Association staff involved	97%	96%
The system for reporting repairs to your landlord	93%	95%
Contact from tradespeople to arrange access	No data available	95%
The tradesman arriving by the target date	88%	95%
The length of time taken to undertake repairs	82%	91%
The attitude of the tradesman involved	94%	94%
The tidiness of the contractor	93%	95%
The quality of the repair undertaken	77%	89%



# Quality of the home

**We asked you overall, how satisfied you are with the quality of your home**

In 2014 77% of our tenants said they were very or fairly satisfied with the quality of their homes

In 2016 84% of our tenants said they were very or fairly satisfied with the quality of their homes

**In 2016 86% of Registered Social Landlord tenants in Scotland said they were very or fairly satisfied with the quality of their homes**



# Grounds maintenance

**We asked you how satisfied you are with the grounds maintenance to common areas within your development, such as grass cutting, pruning and weeding.**

**In 2014 73% of our tenants said they were very or fairly satisfied with the grounds maintenance work carried out.**

**In 2016 89% of our tenants said they were very or fairly satisfied with the grounds maintenance work carried out.**



# Management of the neighbourhood

**We asked you overall, how satisfied you were with our management of the neighbourhood you live in.**











In 2014 81% of our tenants said they were very or fairly satisfied with our management of the neighbourhoods they lived in.

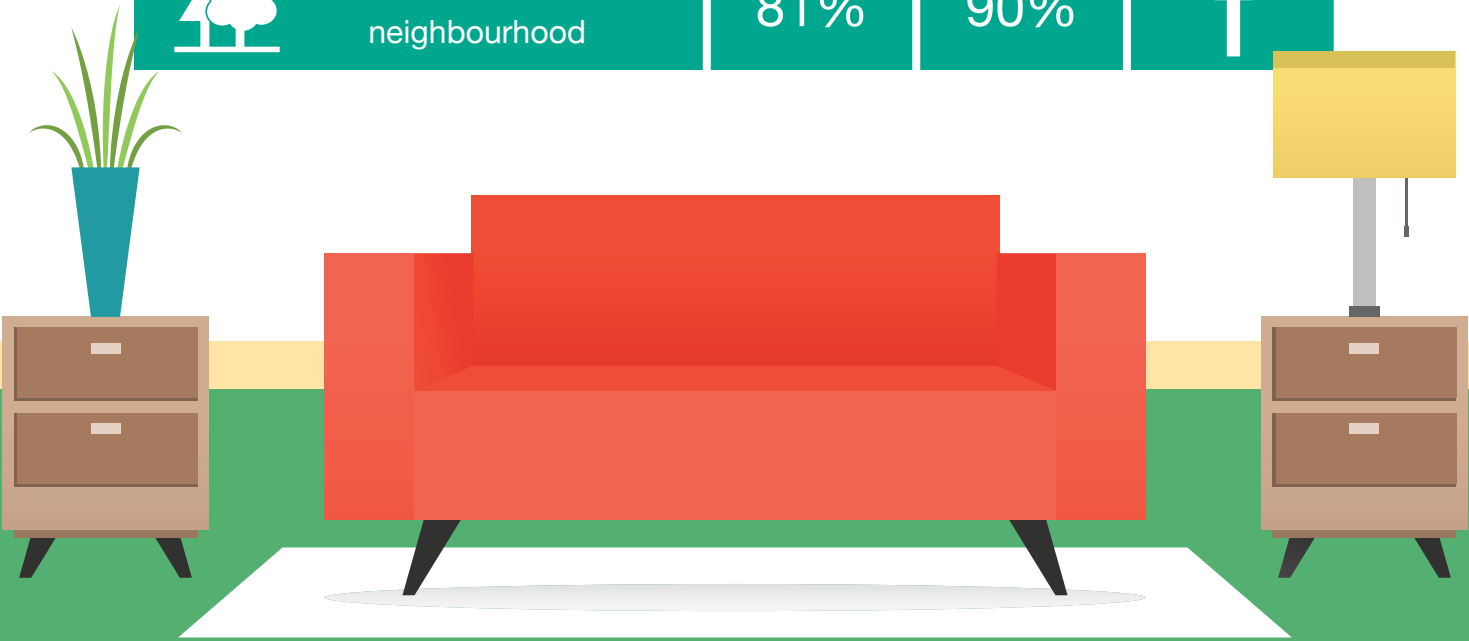
In 2016 86% of Registered Social Landlord tenants in Scotland said they were very or fairly satisfied with the management of the neighbourhoods they lived in.

**In 2016 90% of our tenants said they were very or fairly satisfied with our management of the neighbourhoods they lived in.**



# Scottish Housing Regulator Indicator

INDICATOR	2014	2016	2014-16 TREND
 Being kept informed about services and decisions	84%	97%	
 Opportunities to participate in the Associations' decision making processes	72%	91%	
 Quality of the home	77%	84%	
 Value for money of rent charged	63%	83%	
 Management of the neighbourhood	81%	90%	



# Tenants Satisfaction Survey Results

## Areas of High Performance

### Satisfaction with the Repairs Service



Improvements in the satisfaction relating to the repairs service can be seen regarding:

The quality of repair undertaken  
(increased by 12% to 89%)

The length of time taken to undertake repairs  
(increased by 9% to 91%)

The tradesman arriving by the target date  
(increased by 7% to 95%)

### Statements about the Association



Tenants had a high opinion of the Association:

97% agreed the Association has friendly and approachable staff

94% agreed they provide an effective and efficient service

94% agreed they are fairly treated

### Grounds Maintenance



We asked you how satisfied you were with the grounds maintenance to common areas within your development, such as grass cutting, pruning and weeding:

Just under 9 in 10 tenants (89%) were very or fairly satisfied in this respect

### Affordability of Rent



The majority of you (who pay your rent) said you have never experienced any difficulty in affording the payments (93%):

This is more than was reported in 2014 where 62% said they had never had a problem affording their rent payments

## Areas for Action

### Service Priorities



We asked all of you to select from a list of services, which were your top, second and third priorities.

You told us that the following services were most important:

- 1 Repairs and Maintenance
- 2 Quality of the home
- 3 Keeping you informed

### Neighbourhood Problems



We asked you to what extent you considered various issues to be a major problem, a minor problem or not a problem in your neighbourhood. You told us the following were the biggest issues:

- Dog Fouling
- Rubbish or Litter
- Bulk items left lying around

### Awareness of Participation Activities



You were asked about your awareness of various ways in which you could get involved in the Association's decision making processes. You were least likely to be aware of the following:

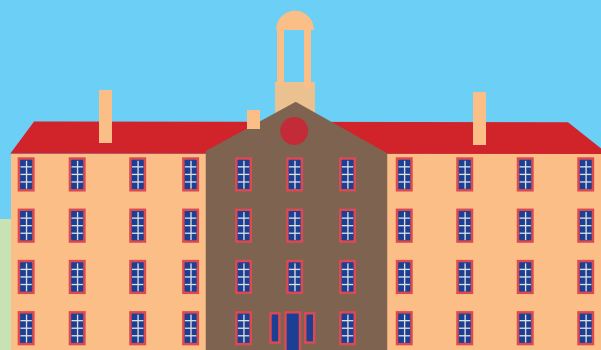
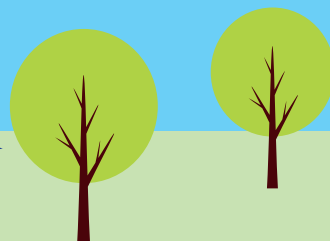
- Joining CHA's Management Committee (52%)
- Tenant Scrutiny Panel (24%)
- Consultations (21%)

### Quality of the Home



84% of you said you were fairly satisfied with the quality of your home. This is an improvement on the 2014 survey where 77% were satisfied.

However, overall satisfaction is lower than the Scottish average (86%) and lower than other charter indicators. The main reasons for not being satisfied were due to the quality of windows or doors and where upgrades are required to heating systems.



# There are many ways to contact us

Telephone: **01555 665316**

Email us at: **mail@clydesdale-housing.org.uk**

Write to us at: **99 High Street, Lanark ML11 7LN**

Drop into see us, our office opening hours are:

**Monday – Thursday 9am – 1pm; 2pm – 5pm; Friday 9am – 1pm; 2pm – 4pm**

**Our office is closed every Tuesday between 12pm and 1pm for staff training**



Clydesdale Housing Association Limited is a not-for-profit housing association registered under the Co-operative and Community Benefits Societies Act 2014.

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