

You spoke, we listened

Tenant Satisfaction Update

As you know, we've been working on improving our services since our Big Satisfaction Survey results were published in 2014 (an independent company surveyed 447 tenants on how satisfied or dissatisfied they were with the work we did).

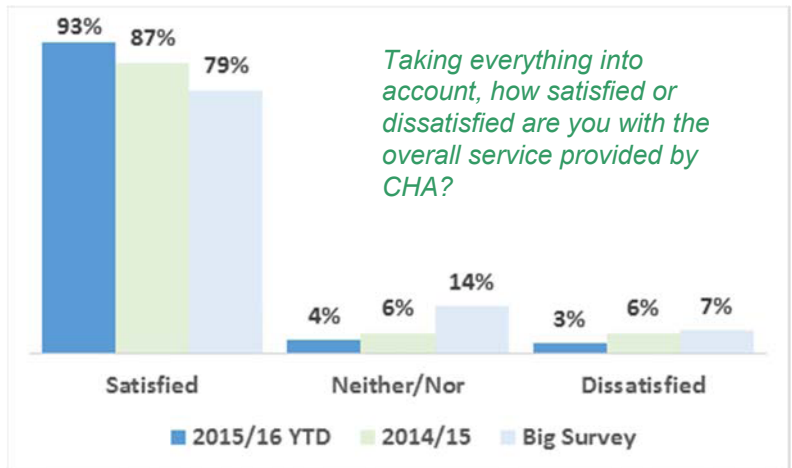
Since then we have been collecting ongoing feedback from tenants. This newsletter compares feedback so far this year (April '15 to December '15) with last year and the Big Survey results. It also gives a summary of the progress we have made in addressing key concerns.

Overall satisfaction

We are pleased to report that satisfaction with the overall service we provide has increased by 14% since the Big Survey.

Results over April 15 to December '15 (2015/16 YTD) showed **93%** overall satisfaction. This compares well with the target of 93% satisfaction we set for ourselves.

Our satisfaction levels are better than the 2014/15 Scottish National Average for social landlords which was 88%.



Tenant priorities

You spoke: in the Big Survey you told us that your top 5 service priorities are:

1	Repairs & maintenance
2	Overall quality of your home
3	Keeping you informed about services & decisions
4	Value for money for your rent
5	Dealing with anti-social behaviour

We listened:

Repairs: we have carried out a review of our day-to-day repairs service that has improved the service you receive.

Quality of your home: we have designed a new approach for managing planned & cyclical maintenance contracts and the way we gather tenant feedback in this area. We are about to start a condition survey of houses that will influence the timing of future investment.

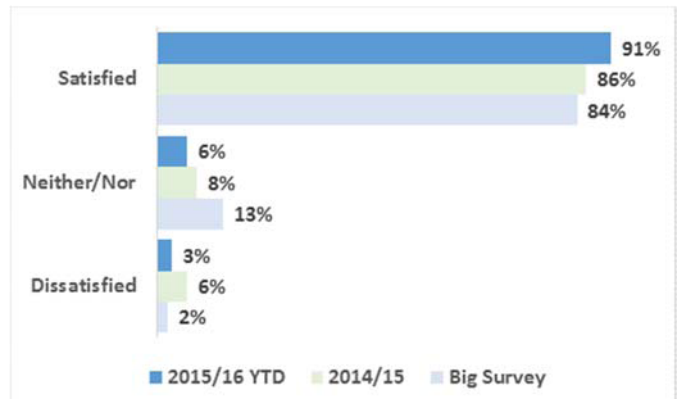
Information: we published 5 newsletters, 2 annual reports on delivering the Scottish Social Housing Charter and 3 'You spoke, we listened' newsletters last year.

Value for money: our rents are lower than other rural housing associations.

Anti-social behaviour: we have simplified our approach to make it easier for everyone to understand.

Keeping tenants informed

You spoke: Satisfaction with the information we provide on our services and decisions continues to increase year on year.



We listened:

We have developed a 'what to expect' booklet for tenants involved in planned maintenance contracts which provides information on the detail of the work, how it will be inspected and how to report problems.

We've had some delays in reviewing our website, but will have this completed in the Spring.

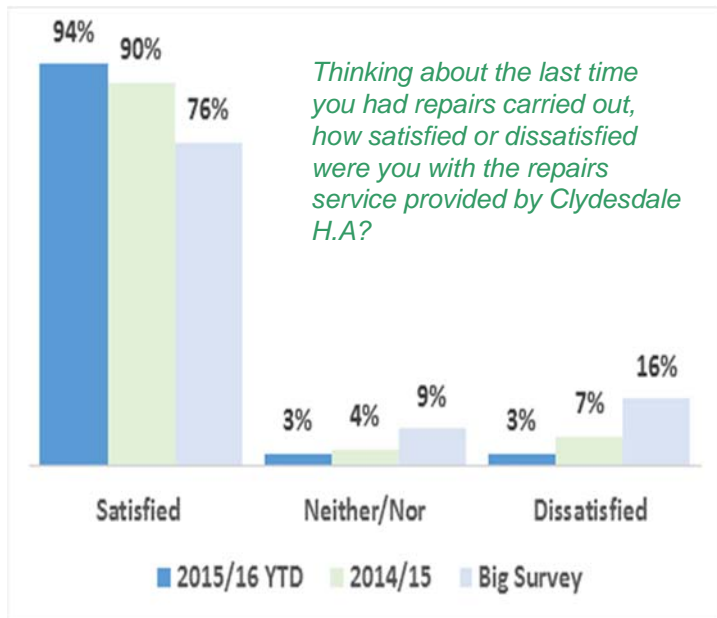
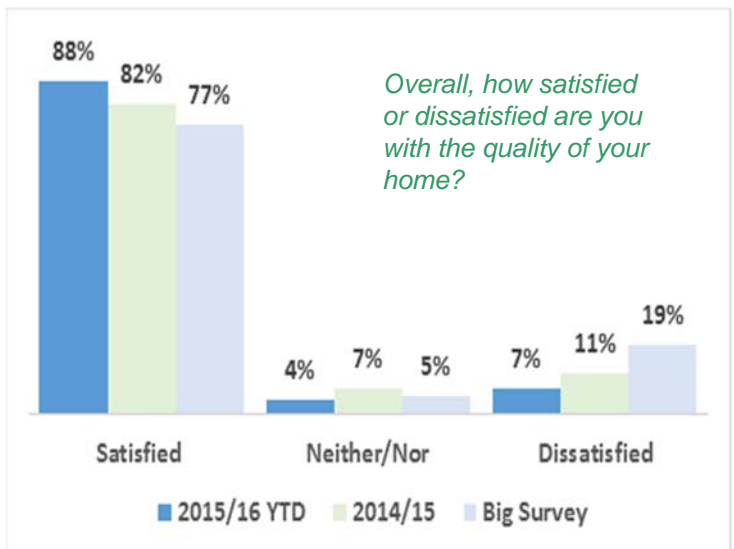
Quality of the home

You spoke: Satisfaction with the Quality of the home has also improved year on year and currently stands at **88%**.

We listened: we completed a £617,000 investment programme in tenants' homes over 2014/15. We are currently completing the 2015/16 programme.

Over the next few months we will be surveying the condition of 435 properties to help us plan future investment programmes.

This year's survey will also include an assessment of the energy efficiency of houses that we will use to identify priorities for future heating and insulation upgrades and changes.



Repairs service

You spoke: satisfaction with the repairs service has dramatically improved from 76% in the Big Survey to **94%** so far in 2015/16—that's an increase of 18%!

Our satisfaction levels compare well with the 2014/15 National Average which was 89%.

We listened:

- We introduced a repairs text messaging service to improve communication with tenants;
- Our contractors now contact tenants within a day of the repair being reported to arrange a time to visit;
- We check with at least 25% of tenants that they are happy with the job on the same day it is completed;
- So far this year, we inspected the quality of work for 21% of all repairs.

Looking at repairs feedback in more detail, we can see that all areas of performance have improved over the course of this year. Also, all but one area (helpfulness of staff) has improved since the Big Survey.

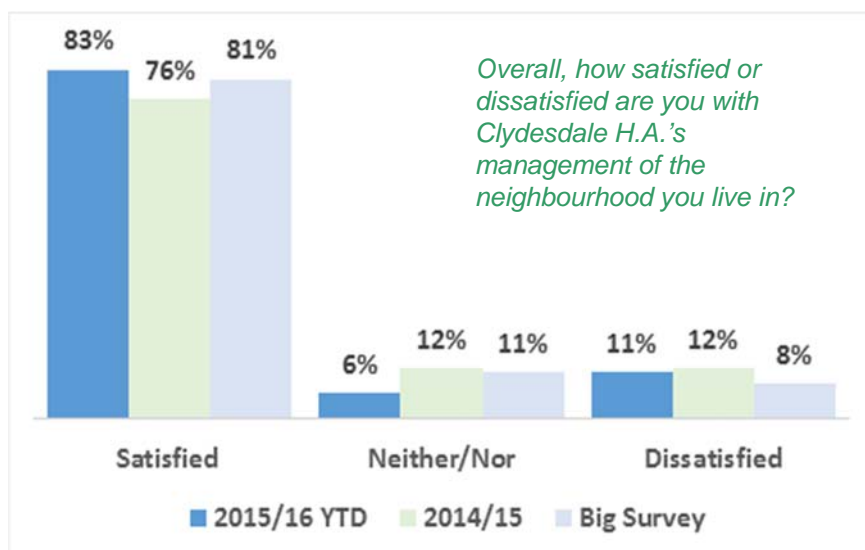
Work	2015/16 YTD	2014/15	Big Survey
Helpfulness of Staff	97%	93%	97%
System for reporting repairs	96%	95%	93%
Contact from Contractor to arrange access	93%	89%	Not included in Big Survey
Contractor arriving by target date	96%	93%	88%
Time taken to undertake repair	93%	89%	82%
Attitude of tradesmen	99%	95%	94%
Tidiness of contractor	97%	95%	93%
Quality of repair	91%	88%	77%

Management of the neighbourhood

You spoke: Satisfaction with our management of neighbourhoods has improved since last year: from 76% to **83%**.

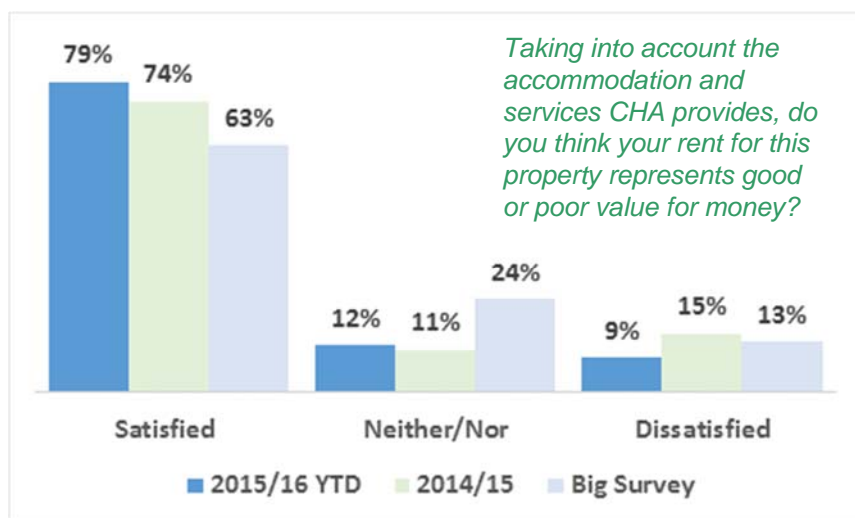
We listened: we have met with residents in 4 estates where dissatisfaction was high, to identify and address problems. We will meet with these tenants again in Spring 2016 to monitor progress.

We have also reviewed the specification for landscape maintenance and have recently appointed a new contractor. When the new contract starts we will provide tenants with a 'What to Expect' booklet on the management of their neighbourhood.



We reviewed our Anti-Social Behaviour Policy last year and simplified it to make it easier to understand. Last year we resolved **92%** of all Anti-Social Behaviour complaints from tenants within our target timescales.

We have a target to inspect every estate at least two times each year – so far this year, we are ahead of schedule with these inspections.



Value for money

You spoke: Tenant satisfaction on value for money has improved by 16% since the Big Survey—an increase from 63% to **79%**.

This is slightly higher than the 2014/15 National Average of 77%.

We listened:

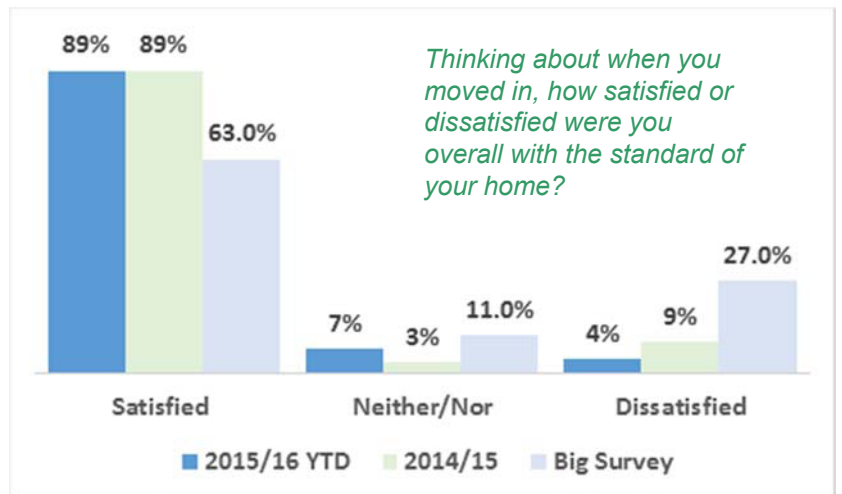
- We launched the improved repairs service in January 2015.
- We invested £617,000 last year on replacing kitchens, windows, boilers, roofs, fans & smoke detectors.
- we have designed a new approach for managing planned & cyclical maintenance contracts and the way we gather tenant feedback in this area. We will use this in this year's contracts.
- We have re-let empty houses within an average of 12 days this year, compared to 14 days in 2014/15 and the 2014/15 National Average of 37 days.
- We employed a new electrical contractor in March 2015 that has delivered cost savings.
- **The chart opposite shows that most of our average weekly rents are considerably lower than the averages across all rural housing associations in Scotland.**

2014/2015 Average Rents	2 Apt	3 Apt	4 Apt	5+ Apt
Clydesdale Housing Association	£66.57	£70.43	£77.12	£89.83
Rural Housing Associations : National Average	£68.83	£76.76	£84.88	£88.63
Difference	-£2.26	-£6.33	-£7.76	+£1.20

New Tenants

You spoke: satisfaction among new tenants with the standard of their home when they moved in has increased by **26%** since the Big Survey! Also, dissatisfaction has dramatically reduced by 23%.

We listened: we now inspect all work carried out in empty houses before people get to see it - just to make sure that it meets the standards we have set. As well as repairs, we make sure that houses are clean and tidy before we offer them to people.



Key Performance Information

Our Management Committee members and staff measure and monitor a number of key performance areas in order to ensure that the Association is well run and operates in the best interests of our tenants. The table below provides a sample of the information we check regularly.

Performance Measure	Our Target	Our Actual Performance				
		Apr to Jun 2015	Jul to Sep 2015	Oct to Dec 2015	2015/16 Year to Date	2014/15 Year End
Repairs completed Right First Time	95%	96%	96%	97%	96%	94.4%
Average time taken to complete emergency repairs	3 hours	2.3 hours	2.3hours	2.5 hours	2.3 hours	2.5 hours
Average time taken to complete non-emergency repairs	5.5 working days	4.1 days	4.4 days	4.8 days	4.5ays	5.2 days
Resolving anti-social behaviour complaints on time	95%	92%	91%	95%	92%	92%
Average time taken to re-let empty houses	9 calendar days	9 days	15 days	12 days	12 days	14 days
Rent lost through properties being empty	0.35% of rent receivable	0.18%	0.46%	0.34%	0.32%	0.37%
Rent arrears	1% of rent receivable	0.96%	1.7%	1.5%	1.5%	1.21%
Adding new housing applications to the list within 5 days	95%	100%	80%	100%	93%	88%

Contact details: Office Address: 99 High Street, Lanark ML11 7LN.
 Tel: 01555 665316 Fax: 01555 666144
 Email: mail@clydesdale-housing.org.uk
 Web: www.clydesdale-housing.org.uk
 Facebook: www.facebook.com/ClydesdaleHousingAssociation