



clydebank housing association

celebrating 25 years 1985 - 2010

Tenant Satisfaction Survey

March 2010

Specific Comments & Concerns

Detailed in this report is a list of your comments and concerns raised during the Tenant Satisfaction Survey, together with our responses.

Radnor Park

Heating System

Tenants, although usually happy with the new heating systems, did comment on an issue with the off peak setting. They believe they are being charged a small amount of money each quarter for the off peak setting but do not benefit from it. Several tenants stated they had contacted CHA to request this setting be removed but they were unhappy with the lack of action taken in this matter.

It is the tenant's responsibility to contact his or her own electricity supplier (e.g. Scottish Power, NPower, E-on, Scottish Gas, Scottish Hydro, etc) for this service.

Rechargeable Repairs

Tenants from all multi story blocks commented on an issue with the plumbing. They frequently have blocked toilets or blocked sinks etc and feel that it is a problem with the plumbing not with the manner in which they use and maintain their toilets sinks etc. Tenants feel this is unfair as the fault lies within the building and not with them.

Our repairs policy states that we will not charge tenants where they are not found to be responsible for the blockage. In the last 12 months, out of a total of 88 reported blockages, there was only one case where the tenant was charged. However, the tenant was later refunded as the blockage was found to be in the common stack.

Bulk Uplifts

A high number of respondents commented on the difficulties with the bulk uplift for the tenants of the multi story blocks. They are unhappy that they can no longer use a room at the bottom of the blocks to store the bulk uplift until it is collected. They did however state that the skips had been a great success and would like this to be repeated possibly twice each year. The only concern with the skips was the lack of help offered to the older and disabled tenants to get their items down to the skips. The Radnor Park Tenants Association paid approx £400 for people to come and help these tenants; they felt it should have been the responsibility of CHA to cater for these tenants.

As far as we are aware, there was no specific room for storing bulk items although some residents used the caged areas. It has since been pointed out by the Fire Brigade, that this practice was a fire hazard and therefore had to cease. As far as the clear out days, the Association will continue to supply staff and a contractor to assist at future clear out days as long as the Council continue to kindly support the supply of skips.

Common Areas

A lot of tenants commented on the back doors of the blocks, they felt they were not maintained to an acceptable level.

The screens adjacent to the back doors are in the process of being renewed.

Anti-social Behaviour/Estate Management

There appears to be an issue with school children coming into the area at lunchtime for the shops etc, the result of which causes a large volume of litter and also children gaining entry to the blocks and causing annoyance. The headmaster has been into the area once and this did reduce the problem, however, it has increased again and is as bad as ever. The school children can be intimidating to some of the residents and they feel that CHA should be liaising with the school more to tackle this issue.

We do liaise with the school on a regular basis and there is an appointed Schools Liaison Officer, who can police the area at lunchtimes when required. We will once again, however, specifically raise this issue with the headmaster.

Tenants also stated that there was an ongoing problem with youths in the area, one block had been targeted but after the CCTV camera had been positioned on it, the problems had reduced, however, tenants stated that the problem then simply moved to another block. One visitor to a resident was surrounded by a large group of youths on exiting the lift. Most residents stated there have been improvements to the area even though problems still exist.

We are surprised to hear this, given that we were alerted to an incident in the foyer of Leven View AFTER the camera was installed, where the camera was stolen and tiles were damaged. We are not aware if any ongoing problems in other blocks. However, we would like to emphasise the importance of tenants refusing entry to any person or persons unknown.

Several respondents stated that they would like to see CHA doing more to ensure that residents do not allow entry into the blocks to anyone that is not visiting them.

The Association recently supported the Residents' Association in the "Keep them out" campaign and always stresses to residents the importance of refusing entry to unauthorised persons.

Caretaking Service

Numerous respondents commented on the caretakers services, although they are not unhappy with the caretakers themselves, they are unsatisfied with the level of caretaker maintenance they feel that now they are responsible for more blocks they do not have enough time to maintain them to the same standards as before.

The Association would like to hear more from residents about this, specifically, in what way standards were better before.

Public Transport

Residents commented on the severe lack of public transport in this area in the evenings and on a Sunday.

The Association has provided a low-cost, eCar scheme for all residents. Public transport is outwith our remit. However, this may be something that the Residents' Association can raise with SPT.

In General

The levels of satisfaction with the lifts were high especially now that the new lifts have been installed. There are, however, ongoing issues as a result of some tenants not taking their turn with the stair cleaning.

This is an ongoing problem. The Association will write to tenants who persistently fail to take their turn of cleaning common areas, in accordance with their tenancy agreement.

Several tenants stated they would like more notification of work being carried out in the buildings. There was an occasion recently when the lifts were off for maintenance and the stairwells had been painted but no signs had been displayed and tenants had not been notified.

We are aware of this occasion. The lifts were not off for maintenance. It was an unforeseen breakdown and therefore, it was not possible to give notice. We apologise, however, for any inconvenience caused.

Tenants stated that the yellow no parking boxes at the front of some of the blocks should be along the entire front of the blocks and not only at one side of the entrance as people park directly in front of the entrance.

These are accesses for emergency vehicles. Extending the area of paint, unfortunately, would not stop people parking on it. The Association has provided additional parking at Leven View, which can be used by any resident.

Several respondents commented on tenants having dogs in the blocks even though it is in contradiction of their tenancy agreement. They were very unhappy with this being allowed to continue and with the increasing problem of dog mess in the area. Tenants felt that CHA should be doing more to tackle this issue.

We are happy to investigate and take action when we are notified of the whereabouts of any unauthorised animals. In order to do this we require the address, or at the very least, the block and floor that the dog is being kept.

Several tenants stated that they would like to see improvements to the ground maintenance, the edges of the grass are allowed to become very overgrown and the grass cutting is not as satisfactory as they would like.

Since the survey, we have spent £30k in environmental improvements. Our staff meet with the landscape contractor on a monthly basis to review the scope of works and to identify areas for improvement. We often receive comments that this area is one of the best looked after in the Clydebanks Area but will certainly investigate specific areas of concern!

Whitecrook

Heating Systems

Some residents with new heating systems are having problems with only being able to get hot water when the heating is on; despite several tradesmen looking at the problem they have still not resolved the issue.

We are only aware of one tenant of Whitecrook Street, who was unfamiliar with how the Combi Boiler operated. However, if any tenant has an ongoing problem, please contact the office.

Anti-social behaviour

In Bell Street, the residents staying near the “bridge” state that youths are persistently loitering and causing problems. The police do not attend when they are called and the residents would like CHA to take more action over it.

This is a Police matter. However, we are happy to raise it with the Community Liaison Officer.

Central

Common Areas

Residents of Cart Street commented on issues with the close cleaning. They had been receiving letters in regards to this even when they were doing the cleaning or when they had been on holiday. They also felt that CHA was being petty by making them remove items from outside their doors, i.e. a small rack for dirty footwear, or plants.

The Association will issue reminder letters about close cleaning, if it is noticed (or brought to our attention) that the close is not being cleaned. If you tell us when you are going on holiday, we will not send you a letter.

CHA must comply with the advice of the Fire Service with regard to what can and cannot be left in common closes. Items such as shoe racks and plant stands left outside doors, present a real risk to fire fighters. In the event of a fire, when visibility is impaired by smoke, such obstacles can become trip hazards and endanger life!

Residents of Cart St also commented on dampness in their closes, which had been reported, but no action has been taken by CHA.

This had already been noted by CHA. It was found to be due to the “drying out” process after construction and no action was required.

The electric gates keep jamming and CHA are doing nothing to resolve this ongoing issue.

CHA is aware of this issue and is liaising with both the architect and the manufacturer to identify a solution.

Some tenants indicated that there was a lack of window cleaning in the closes.

From April 2010 we have had a contractor cleaning the communal glass areas at Cart Street on a bi-monthly basis. No service charges were applied for this service until April 2010. Tenants are still required to clean the internal common glass areas on their own landings as part of their close cleaning responsibilities. This was notified to everyone at the time they signed their missive.

Recycling facilities not adequate for the closes as rubbish is being dumped in the recycle bins, residents would be happier having individual recycling facilities.

In a development of 40 flats, it would be impracticable to provide 40 of each colour for each individual flat. The number of bins required would be unmanageable. We will remind tenants of their responsibility to dispose of their rubbish in the appropriate bins.

Hume St residents commented on the constant mess at the bin area, they would like CHA to take more action in dealing with this issue.

The cleanliness of the common areas (including bin stores) is the tenant's responsibility. We regularly remind tenants of their obligations to dispose of their rubbish carefully and take their turn of cleaning the common areas.

Residents commented that they had not seen any maintenance being carried out in the area and that the trees were overgrown.

There are 14 visits annually, between April and October, plus 2 winter visits. There are no trees as such, just shrubbery, which is maintained in accordance with our specification. Please inform us of any specific areas of concern.

Cyclical and Major Repairs

Several residents of Bon Accord St commented that they were told 2 years ago they would receive new kitchens, bathrooms etc but have heard nothing else. They felt that all of the focus was on the new builds and that no thought was given to their area or homes.

Residents who have made direct enquiries to the office have been informed that kitchens, bathrooms and central heating replacements are in our programme for financial year 2011/12.

Residents of Bon Accord Street also stated their closes needed upgraded on the inside.

In accordance with the cyclical programme, closes, flat doors, external soffits, fascia boards, windows, railings, fencing and bin stores were all painted in August 2009.

Hume Street tenants also commented that their windows are not very good quality they did not keep out the noise nor provide great insulation against the cold.

New uPVC windows were installed in 2008 and we have since received numerous calls commenting on the quality of the windows and reduction in noise and heat loss.

Residents of Kilbowie Rd stated that a security light at the back of the flats would be beneficial.

CHA will consider this if residents contact the office with a note of the address.

Drumry

Common Areas

Melfort Court sharing owners stated that the grounds men do not do enough to maintain the area.

In accordance with the wishes of the residents, the Association does not factor this area.

Rechargeable Repairs

Several tenants stated that they felt the charges they had incurred for repairs were excessive for the work involved and that it was not a true reflection of the CHA's costs.

Copies of contractors' invoices are provided to show the "actual" expenditure incurred. However, anyone in any doubt about the cost of a rechargeable repair should contact the office for further details.

Shared Ownership Properties

There was some uncertainty amongst the sharing owners in regards to exactly what they had to pay for, they felt that if they only owned ½ of the house then they should only have to pay ½ of any repairs required.

The responsibilities for repairs and maintenance in Shared Ownership properties are explained before purchase and also are included in the Shared Ownership agreement. However, there may be occasions when the Association is not involved, for example, in an onward sale from one sharing owner to another, in which case, it would be up to the purchaser's solicitor to point out the repairing obligations to the new sharing owner.

NB. Shared Ownership rent is discounted to allow for the fact the Sharing Owner is liable for the cost of repairs.

Repairs

Several respondents commented that they did not receive a phone call to arrange the repairs, they got home and found the card behind the door then had to call back to make the appointment.

It is not the practice of the Association to call in advance of all repairs. However, when we have a telephone number to call to arrange access we will do so.

A small number of tenants commented that they had contacted the Association to request permission to install loft insulation or a new bathroom and had simply been told no, without any explanation.

We are sorry to hear this but be assured, this is not our usual practice. If any tenant does not receive an explanation you can contact the Association's Director, who will investigate the matter.

General

Several tenants who had experienced problems such as illness or bereavement stated that the staff at CHA had been very supportive and understanding of their situation.

All staff at CHA will be compassionate in their dealings with tenants facing difficult times.