

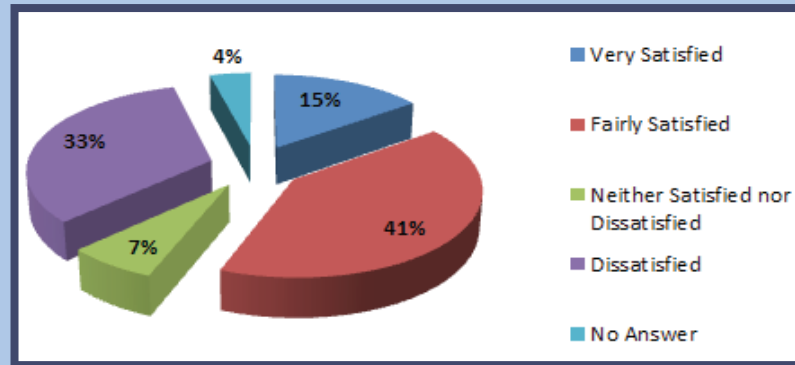
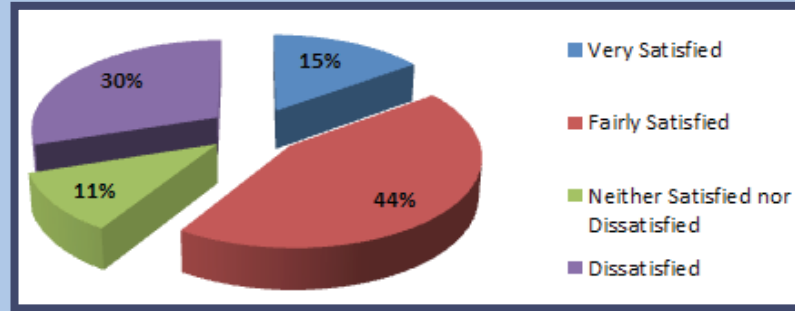
RESOLVING PROBLEMS

Only 27 owners had made some form of complaint to the Association.

A total of 59 % (16) were satisfied with the way their complaint was handled, with 15 % indicating they were very satisfied.

A total of 56 % were satisfied with the outcome of their complaint, with 15 % indicating they were very satisfied.

We thank those who noted their dissatisfaction for their comments which we will use to improve upon our service.

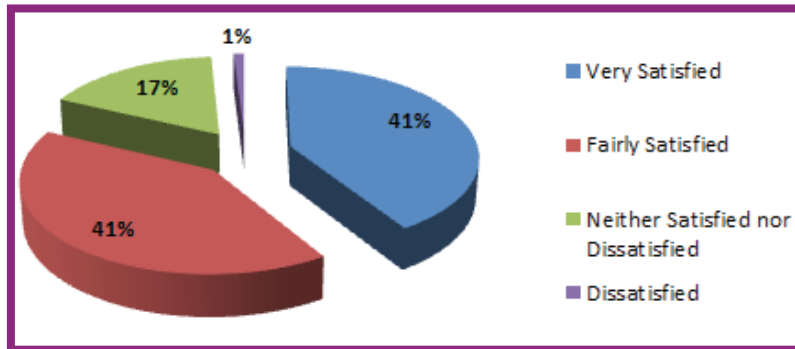


KEEPING IN TOUCH

95 % (151) of owners indicated that they read our ChitChat newsletters.

84 % (133) of owners indicated that they read our Owner Occupier newsletters.

Of those who read our newsletters, a total of 82 % are satisfied with them, with 41 % indicating that they are very satisfied.

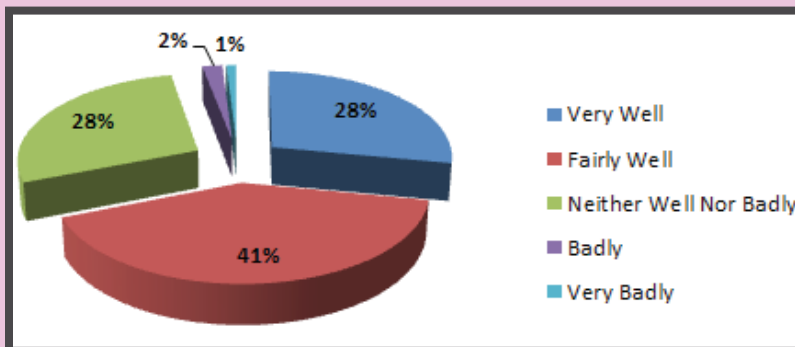


GETTING INVOLVED

How well do you think we take on board your views?

Of those who answered the question, a total of 75 % (95) think that we take on board views well, with 28 % indicating that we do so very well.

Sinéad Boyle, our Communications Officer, will be in touch in the New Year with anyone who expressed an interest in being involved in a residents group.



Insert Survey Results Owner Occupier Survey 2011

We were absolutely delighted that 159 (24 %) completed surveys were returned.

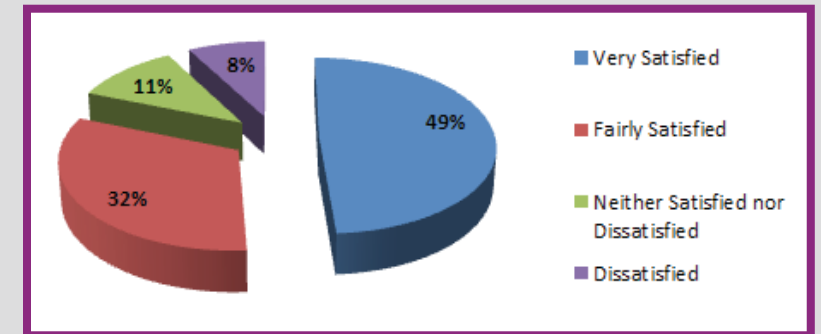
We welcome and value your opinions on the service we provide and the feedback we receive helps us to look at ways we can improve on this service.

Please find the results below.

SERVICE PROVISION

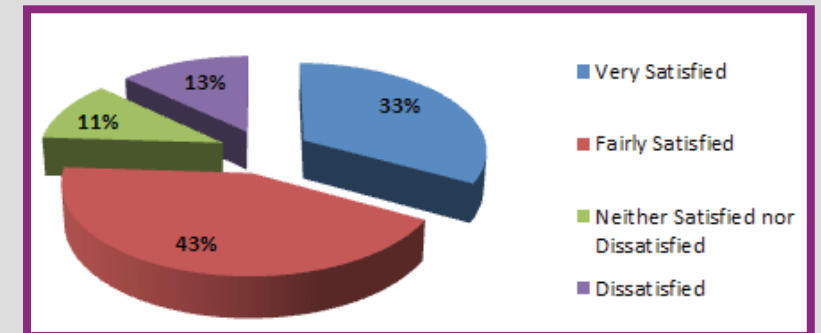
If you have contacted the office, how satisfied are you with the way your query was handled?

Of those who had contacted us, a total of 81 % (105) were satisfied with the way their query was handled, with 49 % indicating that they were very satisfied.



If you have had any common repairs carried out within the last 12 months, how satisfied are you with the quality of the work?

Of the 46 who were aware that repairs had been carried out, a total of 76 % (35) were satisfied with the quality of the repairs, with 33 % (15) indicating that they were very satisfied.



Continued overleaf

Thank you again for your time.



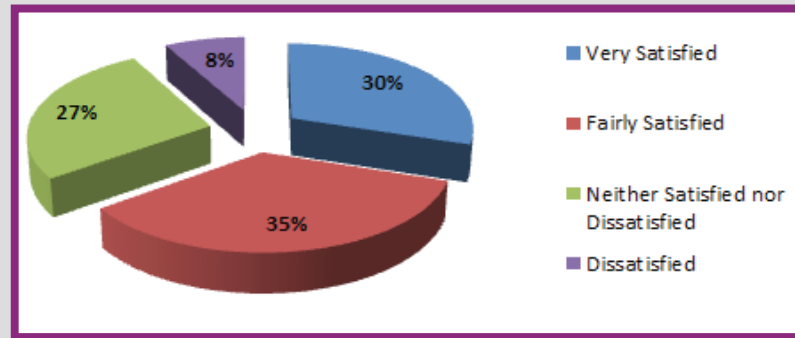
The areas in which you'd like further information, such as our responsibilities as factor and owners' responsibilities have been noted and will be included in future newsletters.

We have also noted the ways in which you would like to receive information and will look at these for the future.



Overall, how satisfied are you with the repairs service provided?

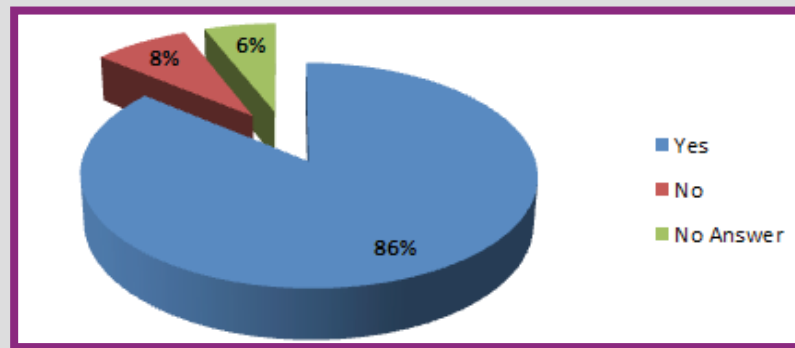
Of those who answered the question, a total of 65 % (30) are satisfied with the repairs service, with 30 % (13) indicating that they are very satisfied.



Maintaining common areas

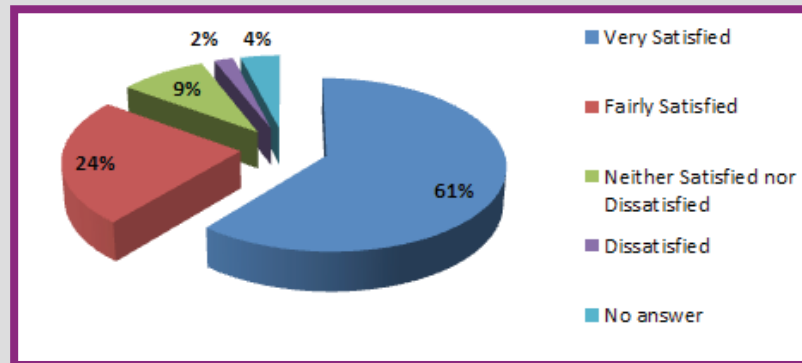
93 % (148) of owners indicated that they are aware of their responsibility to contribute to the cost of maintaining the common areas. 6 % (9) indicated that they were not aware of their responsibility and 1 % did not answer the question. The Burdens section of your Deed of Conditions details all your responsibilities in relation to contributing to the cost of maintaining common areas. However, if you are unsure about anything, please don't hesitate to contact us.

Are you satisfied with the layout of your factors bill?



How satisfied are you with the payment options available?

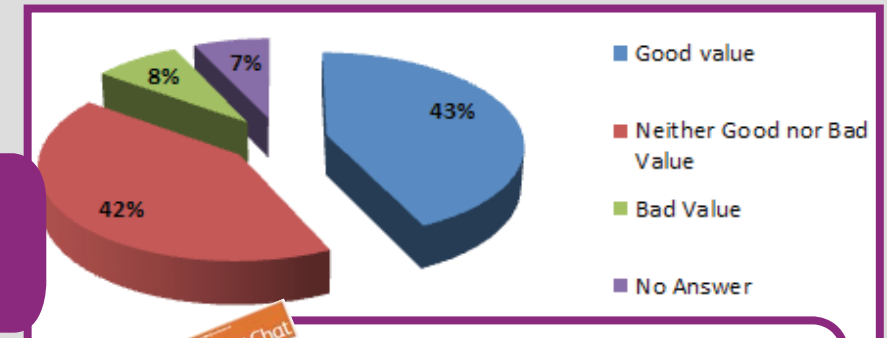
A total of 85 % are satisfied with the payment options, with 61 % indicating that they are very satisfied.



We have taken on board the comments given by the 3 owners (2 %) who were dissatisfied although they did not relate directly to payment options available.

To what extent do you think the Management Fee/Admin Fee represents good value for money?

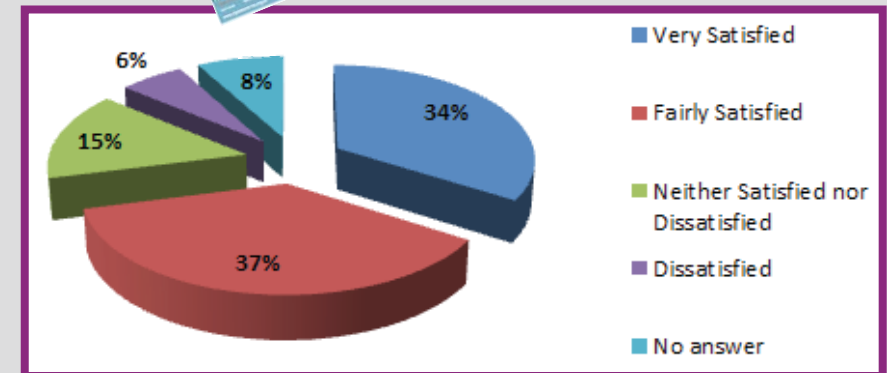
Did you know? We have not increased the admin fee from 15 % since we took over from Scottish Homes in 1999.



Please check our March 2012 ChitChat for more information on how we calculate our Management Fees

Overall, how satisfied are you with Factoring/Maintenance service provided by us?

A total of 71 % (112) are satisfied with the Factoring/Maintenance service, with 34 % indicating that they are very satisfied.



CUSTOMER CARE

Of the owners who have had dealings with the staff and answered the customer care questions: -

- > 97 % indicated that they found staff to be polite and courteous.
- > 96 % indicated that they had been treated with respect.
- > 95 % indicated that they felt staff were honest and professional.
- > 93 % indicated their query had been dealt with within a reasonable timescale.
- > 93 % indicated that they had received a high level of customer care.

We are delighted to receive such positive feedback on our services. However, we will continue to set our targets at 100 % and we welcome any additional comments you have on the services we provide. Please contact Lynette Lees, our Finance Manager, on 0141 941 1044 or lynette@clydebank-ha.org.uk.

