

Press Release



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clydebank housing association

Tenants satisfied with Clydebank HA services

The results are in! Clydebank Housing Association (CHA) commissioned an independent company, Research Resource, to carry out a face-to-face tenant satisfaction survey with 430 (40%) of their tenants. 94% stated they were satisfied with the overall service.

Sharon Keenan, Chief Executive, said, "Thank you to each of the tenants who took the time to talk with Research Resource when they visited. Our last survey was in the year 2015/2016 and we have endeavoured to address any issues that were raised then so we are very pleased with this year's results, with several remaining the same and 5 improving, most importantly the number of tenants who feel we treat them fairly and with respect, up from 91% to 96%. However, there are a few areas where satisfaction was lower and we will be working hard to address these falls".

The aim of the survey is to seek tenants' views on the services that CHA provides and to help identify areas where the service can be improved. The research was specifically designed to provide views on the following:

- The quality of information provided by Clydebank HA;
- Quality of accommodation and the neighbourhood;
- Service provision including repairs, maintenance and improvements;
- Tenant involvement/opportunities for participation;
- Value for money.

Many of the results are required to be reported to the Scottish Housing Regulator (SHR), along with performance information to assist them in protecting the interests of tenants, homeless people and others who use social landlords' services. Clydebank H A results can also be compared against other Registered Social Landlords across Scotland via the SHR's website.

CHA is now in the process of responding to those tenants who wished their details to be passed on because they had ideas, comments or wished their dissatisfaction to be specifically addressed.

Notes to Editor:

Background on Clydebank Housing Association...

As at 31 March 2017, our housing stock totalled 1,122 units including 47 Shared Ownership units. In terms of size, we are currently the largest of eight, community based Housing Associations in West Dunbartonshire and we employ 29 permanent and 4 temporary members of staff (FTE 29). We factor over 600 properties. We are run by a Management Committee made up of mainly local volunteers. We are low

engagement from the Scottish Housing Regulator (March 2017). We own and manage Centre81 and have a wholly-owned subsidiary, CHA Power Ltd.

Tenant Satisfaction Survey Toplines...

Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Clydebank Housing Association?
 % satisfied **94%**
96% previously*

Q2 How easy or difficult do you find it to communicate with Clydebank Housing Association?
 % easy **98%**
98% previously*

Q3 How good or poor do you feel Clydebank Housing Association is at keeping you informed about their services and decisions?
 % good **98%**
98% previously*

Q4 How would you be most happy to get involved in Clydebank Housing Association's decision making processes?
 Responding to postal surveys 117 (27.2%)
 Returning the newsletter feedback slip 58 (13.5%)
 I do not wish to get involved..... 273 (63.5%)
Top 3 shown

Q5 How satisfied or dissatisfied are you with the opportunities given to you to participate in and influence Clydebank Housing Association's decision making processes?
 % satisfied **97%**
98% previously*

Q6 Do you think there are enough ways for you to participate at different levels?
 Yes 94%
86% previously*

Q8 How satisfied or dissatisfied are you that the Housing Association listens to your views and acts upon them?
 % satisfied **96%**
95% previously*

Q12 Overall, how satisfied or dissatisfied are you with the quality of your home?
 % satisfied **93%**
93% previously*

Q13.1 Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Clydebank Housing Association?
 % satisfied **87%**
92% previously*

Q14 Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?
 % satisfied **95%**

94% previously*

Q18 Taking into account the accommodation and the services your landlord provides, do you think that the rent represents good or poor value for money? Is it...

% good

90%
93% previously*

Q20 Do you feel that the Association recognises your individual needs and treats you fairly and with respect?

Yes96%

91% previously*

* 2015/2016 survey of 280 tenants

Contact Details: Sinéad Boyle, Communications Officer, Clydebank Housing Association Ltd. 77-83 Kilbowie Road, Clydebank G81 1BL. Tel No. 0141 941 1044. E-mail: sinead@clydebank-ha.org.uk Website: www.clydebank-ha.org.uk