

Tenant Satisfaction Survey



HEAD OF SECTIONS – CONTACT DETAILS

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ARE YOU SATISFIED?

In March this year, Management Information Scotland independently carried out a face-to-face tenant satisfaction survey of half of Clydebank Housing Association tenants (527).

This was a great opportunity for us to find out your views, the positive aspects and the concerns you may have regarding your local community and the services provided by the Association as well as the overall level of satisfaction.

We are delighted with the results but as always; we are never complacent and will strive to improve. To this end, we have attempted to respond to your individual comments within this publication (please refer to insert) as well as ask for some additional feedback from you in regards to how you think we can improve any aspect of our service.

If you are a tenant who did not participate in the survey and you have any comments/issues you wish addressed – please let us know by completing the feedback form on the reverse!

www.clydebank-ha.org.uk



THE ASSOCIATION

We are delighted with these outcomes but would welcome comments on what would increase your level of satisfaction.

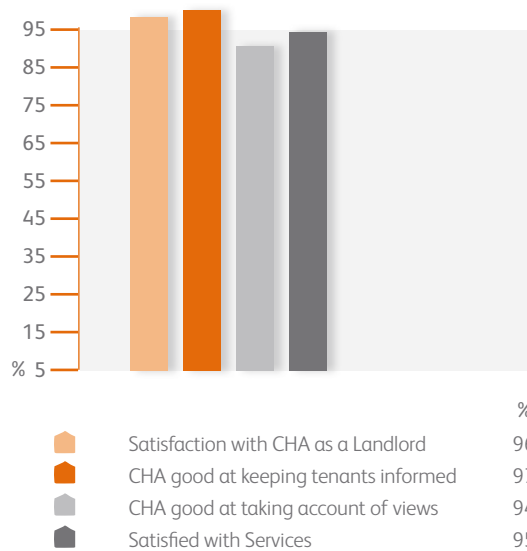
We currently keep you informed by producing and circulating a quarterly newsletter and an Annual Report as well as regularly updating our website.

Could we be doing more?

We consult with you in all aspects of our service through requests in our quarterly newsletters, tenant conference or specific requests from individual tenants directly affected by proposed major repairs, for example. This could be further enhanced by forming a residents association or a focus group, arranging meetings, etc.

Let us know if you wish further information or help to do this.

The Association



What do you think?

We are always looking to improve - what can we do better, please tell us?

RENT

We are delighted to see that so many tenants think the rent they pay represents good value for money.

We will strive to ensure that this remains the case by setting a fair and open rent policy and only ever increase your rent to cover our management, maintenance and running costs. We make every effort to keep costs to a minimum without having a detrimental affect on our service to you.

Over the years we have used a wide variety of publications and events to publicise what your rent payments cover including our quarterly Chit Chat magazine and tenant conferences. Your rent pays for the repair and maintenance of our houses, development loans, the provision of our management service and the associated staff and running costs.

Rent



What YOU could do

Contact us if you have questions regarding your rent! Look out for articles in future editions of Chit Chat.

REPAIRS

It is important that we maintain our houses to a high standard to ensure that they remain desirable for current and future tenants.

What WE do?

We carry out a 20 % telephone survey of all repairs carried out each month and we ask whether you are happy with both the quality of repair and the attitude of the contractor.

Tenants are advised in advance of any major works and the likely disruption and assistance is given where required.

A percentage of all repairs are post inspected by CHA staff and all repairs over the value of £250 are post inspected.

We ask that tenants sign the contractor's job line confirming if satisfied with the repair or not.

Repairs are categorised by priority and have the following timescales: -

Emergency – 4 hours

Urgent – 3 days

Routine – 10 days

Right to Repair timescales also apply, however, in each category, delays can occur if a part/component requires to be ordered from a manufacturer.

Tenants are always offered a morning (9am to 1pm) or afternoon (1pm to 5pm) appointment. We can also advise contractors when tenants are only available within a specific timescale. It is impossible to offer appointments at a specific time although we can ask contractors to attend as near to a given time as possible.

On rare occasions a contractor may be called away to an emergency or running late on a previous job. Contractors/office staff will always contact tenants to advise if this is the case.

What WE could do

We are aware that tenants may not wish to highlight dissatisfaction directly to the contractor and therefore we suggest that a postal satisfaction survey may be preferred.

We would enclose a pre-paid return envelope in all instances and your responses would be dealt with in strict confidence? Please let us know if you would prefer this method of reporting on the quality of repairs?

What YOU could do

We would be grateful for your views on how the repairs service can be improved, and in particular when the maintenance policy is reviewed.

Tenants should report their dissatisfaction at time of repair in order that CHA staff can inspect and the contractor can be recalled if required.

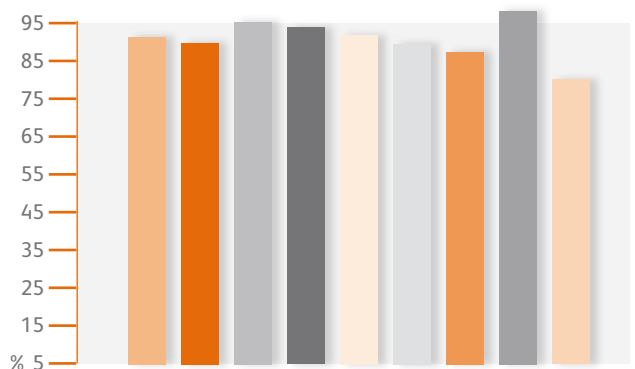
Contractors should always show identification. Tenants should always make sure they check this before allowing a trades person into their home. If in any doubt, phone the office to clarify.

Tenants should report any concerns to the office when they happen.

When tenants are informed of the commencement of any repairs works, views on best how to minimise disruption to you would assist us at the planning stage.

Your feedback is welcomed on ways we could improve.

Repairs



	%
Satisfied with repairs service overall	92
Satisfied with quality of repair	90
Satisfied with contractors ID	95
Satisfied with attitude of trades' people	94
Satisfied with level of disruption	92
Satisfied with quality of repair	90
Satisfied with length of time to undertake repair	88
Satisfied with system for arranging a convenient time	97
Satisfied with trades people arriving at appointed time	80

THE HOME

Heating System

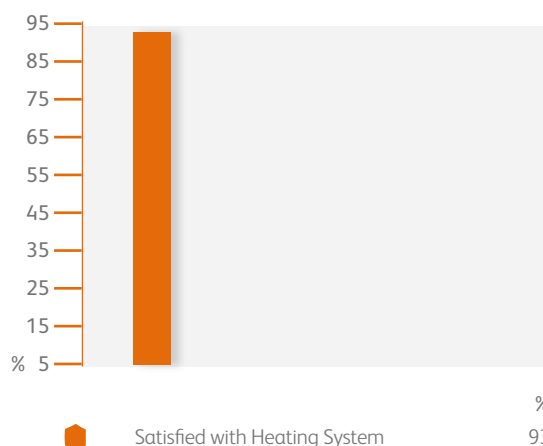
What WE do

All heating systems are on a planned renewal programme and it is the policy of CHA to replace systems with the most up to date, energy efficient systems when renewal is programmed.

What YOU could do

Please let us know problems you are experiencing with your heating systems and always shop around for the best deal offered by utility providers.

The home



NEIGHBOURHOOD

What WE do

We have a programme of open space maintenance each year, which includes 14 visits to each development between the months of April and October, and 2 winter visits. Tree maintenance is carried out when deemed necessary, however, we are currently reviewing our specification for open space maintenance to include a programme of tree maintenance. In some areas there is a majority of owner-occupiers who are responsible for common open spaces and their agreement will be required prior to any additional works being undertaken.

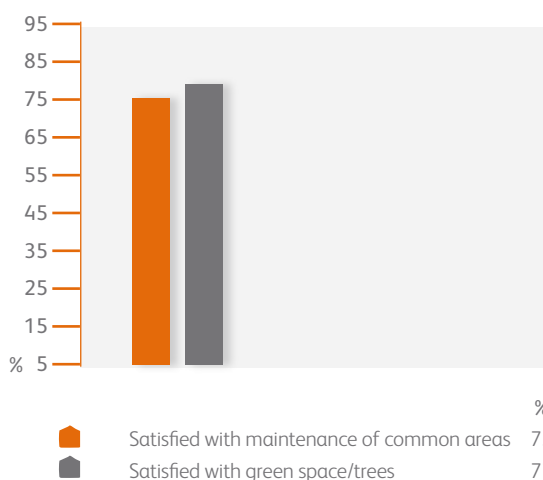
Estate management visits are undertaken but we often depend on your feedback/concerns.

What YOU could do

Please remember it is the tenants' responsibility for cleaning closes and ensuring that the areas are kept clear of hazards. Please report any concerns directly to the office.

Feedback on specific areas and concerns is always helpful.

Neighbourhood



NEIGHBOURHOOD

Problems

What WE do

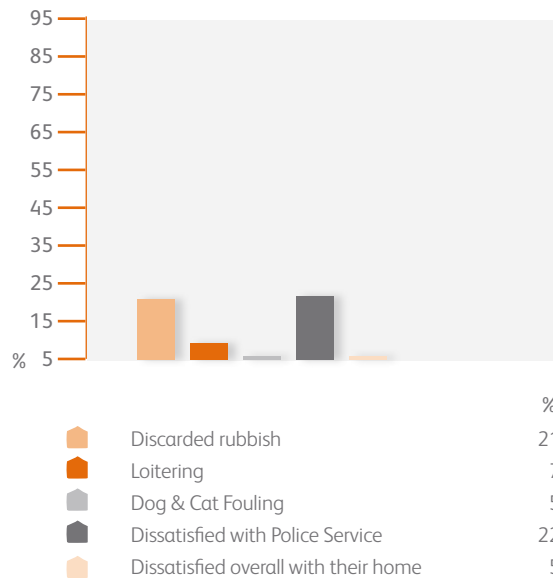
We continue to work in partnership with the Council, the Police and other agencies to strive to improve the area you live in. We take very seriously, how the area you live in looks and feels. We have robust and successful policies and procedures for antisocial behaviour and estate management, which offer our residents peace of mind that if any problems do surface we have the tools to resolve most issues to our tenants' satisfaction. For this to be successful, we need tenants to be proactive and report things to us so that we can deal with them. If we are unable to deal with a problem ourselves, we will always offer advice and assistance on the best way to proceed or even get in touch with the correct agency on your behalf.

We will always investigate any complaints we receive but we can only take action against tenants, our jurisdiction does not apply to non-tenants or children.

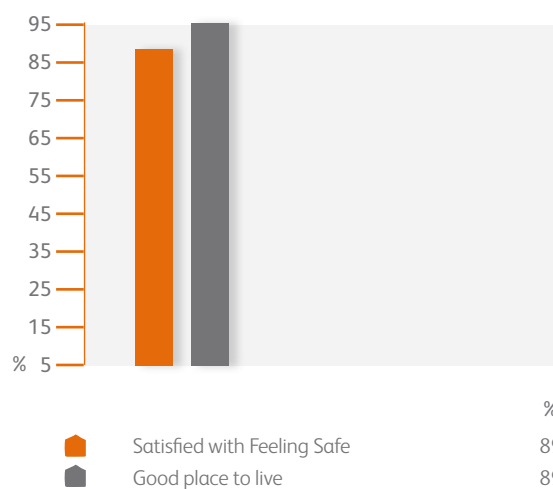
What YOU could do

Always report antisocial behaviour when you experience it. Remember although we not may be in a position to help, there will be an agency such as the Police who will! Reporting problems early is also important as this minimises stress or upset.

Neighbourhood problems - level of dissatisfaction



Satisfaction of feeling safe in neighbourhood



RADNOR PARK

What WE do

The maintenance team will always aim to deal with any of your concerns in a sympathetic and professional manner. If you do not receive the level of service, which you expect then you should contact the Senior Maintenance Officer who line manages the caretakers and all maintenance staff. Any concerns regarding these staff should be directed to her and will be dealt with in the strictest confidence. We will always endeavour to resolve any issues you may have.

Notices are posted in each foyer detailing the hours caretakers are on duty and phone numbers where they can be contacted. It is not cost effective, in terms of rents charged to you, for them to be in one location throughout the working day as they have many duties to be undertaken.

Estate management inspections are carried out on a regular basis and a very strict cleaning rota is adhered to. We understand the inconvenience caused by the recent lift refurbishment programme, however, the final phase will be completed by October 2010. We would like to take this opportunity to thank all tenants for their understanding and patience during this time and hope that you feel that it has all been worthwhile.

We offer specific times for the laundry service for each tenant on a rota basis. New tenants are allocated a turn at the

start of their tenancy. Each block can also have a number of spare turns and the caretakers can allocate these if tenants require.

What WE could do

We are considering providing a landline where you can leave an answering machine message, which the caretakers will pick up on a regular basis. The caretaker will deal with your query and call you back if further information is required. Please let us know if this would increase your satisfaction or indeed, if you have other ideas, please let us know.

We are also considering extending the opening times of the laundry to 5.00 p.m. on a Friday and 9.00 p.m. on a Wednesday. Please let us know if this would be helpful and would improve your satisfaction.

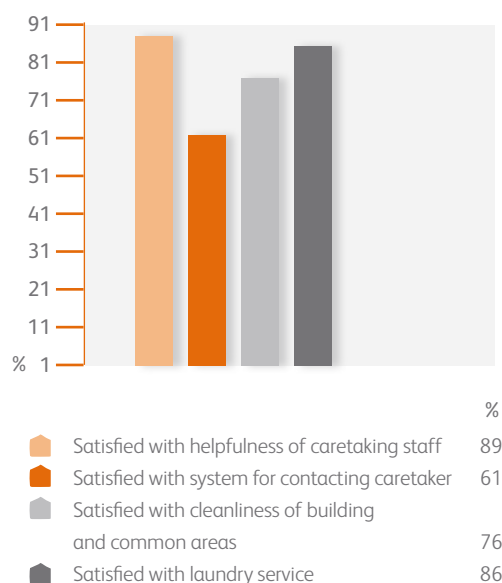
What YOU could do

Feedback on any particular instances is always helpful and allows us to improve our service to you.

We are disappointed that some people are dissatisfied with the cleanliness of the common areas and we would be grateful to hear your specific concerns in order that we can attempt to improve. If your concerns

relate to neighbours not carrying out stair cleaning duties, etc. please contact your Housing Assistant and this will be dealt with promptly.

Ensure that you report any abuses of the laundry system to the caretaking supervisor or directly to the office. Ensure that the laundry facility is left the way in which you would expect to find it.



Complaints Procedure

Clydebank Housing Association aims to provide a first class service but there may be occasions when you are not happy about something, and if this is the case it is important for you to tell us. We have a Complaints Procedure to give you clear details of what steps you can take to try and get things put right where there is a problem. You can view our Complaints Procedure on our website, www.clydebank-ha.org.uk, alternatively you can call the office and request a copy.

Our usual Opening Hours:

Monday to Thursday 9.00am to 5.00pm

Friday 9.00am to 4.00pm

We close everyday for lunch between 1.00pm and 2.00pm

We also close on the first Wednesday morning of each month for staff training.

Emergency Number: 0845 6 123 160 (to be used outwith office hours).

If you need this survey in any other format please contact us.

Please return to Clydebank Housing Association, 77-83 Kilbowie Road, Clydebank G81 1BL. Tel: 0141 941 1044

Scottish Charity No. SC 033962

FEEDBACK

Suggestion/s for Improvements/Comments:

Name	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Tel	<input type="text"/>
Email	<input type="text"/>

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