

HOUSING MANAGEMENT REPORTS

7.3 - SETTLING IN VISIT SATISFACTION SURVEY to 31.03.19 REPORT to the Meeting of the Full Management committee, Tuesday the 28th of May, 2019.

To help promote tenancy sustainment, the Association aims to carry out settling in visits to all new tenants within six weeks of them signing their tenancy agreement. During these visits new tenants are asked to complete a questionnaire which aims to gather feedback about their experiences of the sign-up and moving in processes. The questionnaire also allows the Association to analyse the service that it provides to new tenants.

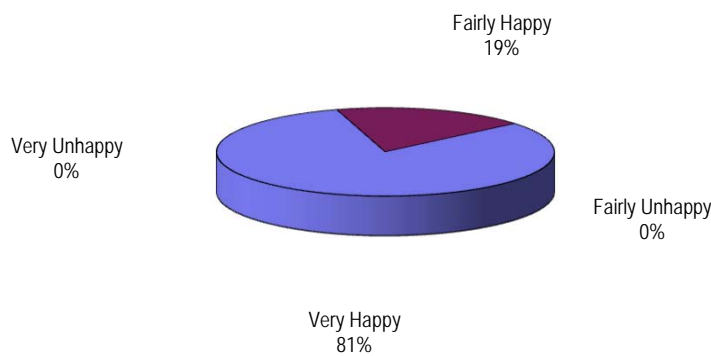
The Association issued a questionnaire to new tenants who signed up between 1 April 2018 and 31 March 2019. Of the 45 questionnaires issued, 27 were returned. This represents a response rate of 60.0%. Tenants were given a series of statements for each question and asked to select the responses that most accurately reflected their opinion of the service provided. The response to key questions are shown below:

Section 1 - Moving In

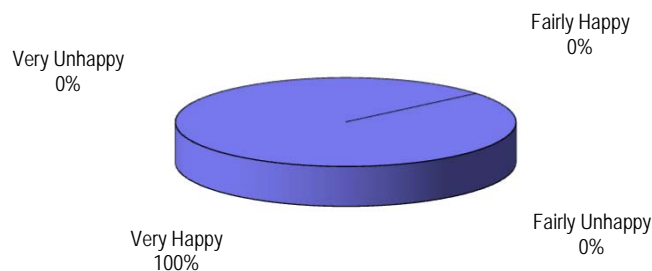
In order to obtain feedback in relation to the Association's pre-termination processes, new tenants were asked to respond to four questions.

The response to these questions is shown below:

1. How happy were you with the quality of information you received when viewing the property?



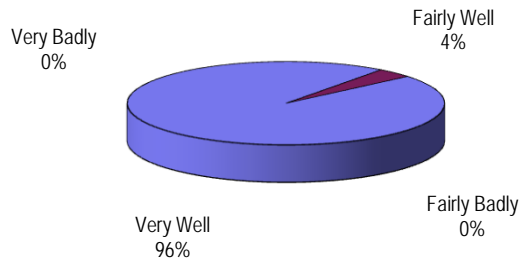
2. How happy were you with the quality of information you received when signing for your property?



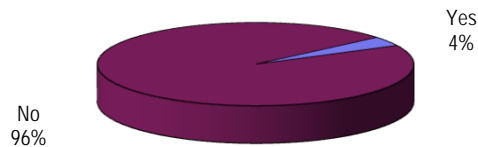
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3. How well do you think that the terms of your tenancy were explained when signing for your property?



4. Do you think that the tenancy sign-up process could be improved?

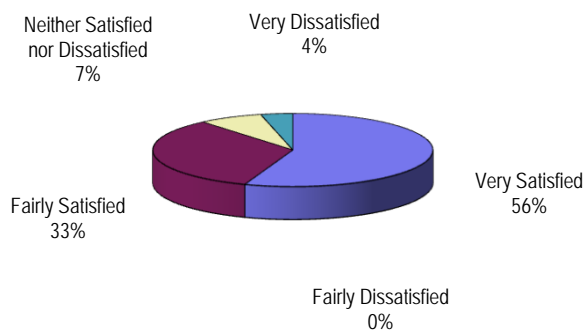


Section 2 - Property Condition

In order to obtain feedback in relation to the condition of the properties being allocated, new tenants were asked to respond to three questions.

The response to these questions is shown below:

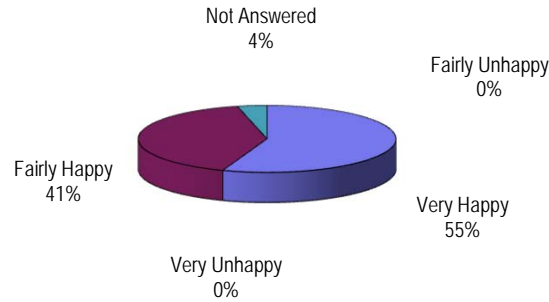
5. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?



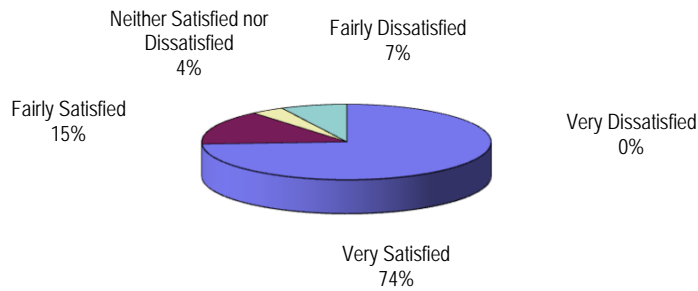
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6. How happy were you with the cleanliness of the house before you moved in?



7. Overall, how satisfied or dissatisfied are you with the quality of your home?

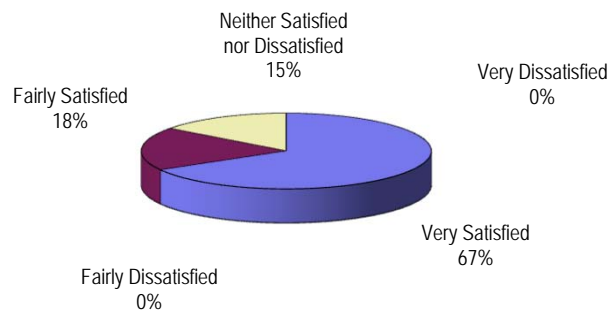


Section 3 - The Service provided by the Association

In order to obtain feedback in relation to the service being provided by the Association, new tenants were asked to respond to five questions.

The response to these questions is shown below:

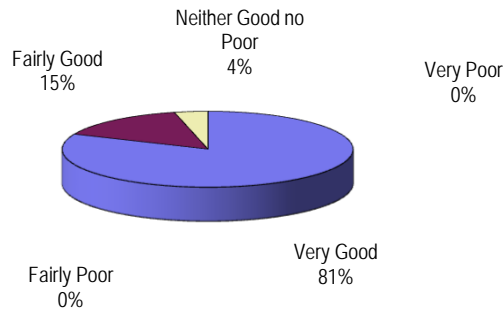
8. Overall, How satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?



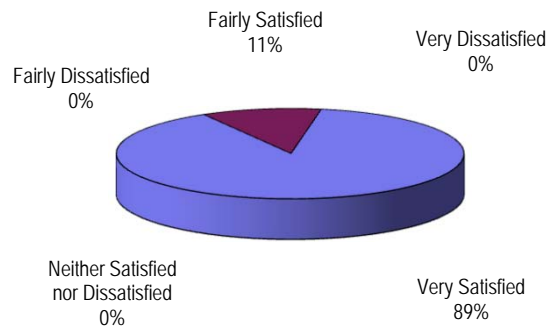
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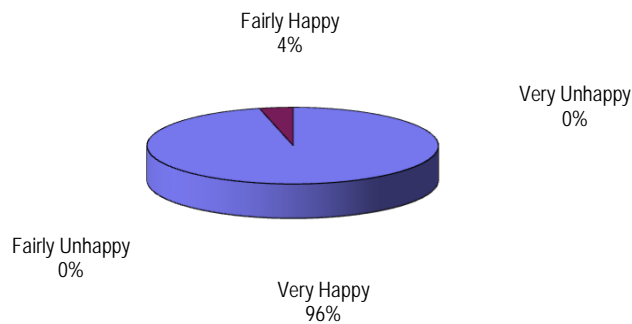
9. How good or poor do you feel Yoker Housing Association is at keeping you informed about their services and decisions?



10. How satisfied or dissatisfied are you with the opportunities given to you to participate in Yoker Housing Association's decision making processes?



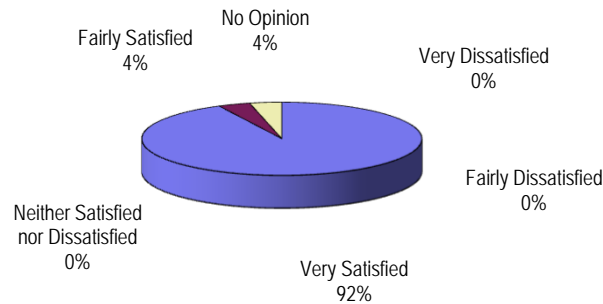
11. How happy are you with the treatment that you have received from Association staff?



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12. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Yoker Housing Association?



Conclusions

The survey confirms that new tenants were satisfied with the viewing process with all respondents confirming they were either very happy or fairly happy with the information they received while viewing the property.

The survey also indicates a high level of satisfaction with the sign-up process. This is illustrated with all respondents confirming that they were happy with the information they received during the sign-up process. All respondents shared the opinion that the terms of the tenancy agreement were explained well. Ninety-six percent of respondents were of the opinion that the sign-up process could not be improved. The one respondent who thought that the sign-up process could be improved suggested that new tenants should be introduced to Maintenance Services staff at the point of sign-up.

The survey indicates that respondents have a high level of satisfaction with the condition of the property that they were allocated. Eighty-nine percent of respondents advised that they were satisfied with the standard of their home when moving in, while ninety-six percent of respondents stated that they were happy with the cleanliness of the property at the point of allocation. When asked to rate how satisfied tenants were with the overall quality of their home, eighty-nine percent of respondents stated that they were either very satisfied or fairly satisfied with the condition of the property. Two respondents stated that they were dissatisfied with the overall quality of their home. One respondent did not provide an explanation for this response while the other respondent was unhappy at the open plan layout of the ground floor.

The survey also confirmed a high level of satisfaction with how the Association manages tenancies, with eighty-five percent of respondents either very satisfied or fairly satisfied with the Association's management of the neighbourhood. Furthermore, ninety-six percent of respondents stated that the Association was good at keeping tenants informed about services and decisions, while all respondents were satisfied with the opportunities given to them as part of the Association's decision making processes.

The survey also illustrates a high level of satisfaction with staff, with all respondents either very satisfied or fairly satisfied with how they have been treated by staff. Ninety-six percent of respondents stated that they were satisfied with the overall service provided by the Association.

Purpose of Report

This report has been prepared for information.

Conflicts of Interest

No conflicts of interest declared or known.

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Risk Management

The risks relating to the provision of good quality accommodation is covered by risks 105 to 107 in the Association's Risk Register. The risk of not providing good quality accommodation could result in an increased turnover of stock and an increase in the number of offers being refused. This would therefore result in higher void periods and increased rent loss. To mitigate this risk the Association obtains feedback from new tenants regarding the quality of accommodation they have been offered.

The risks regarding information to service users relate to risks 89 to 96 in the Association's Risk Register. The risk of not providing service users with good quality information could result in the services provided not meeting service users needs. To mitigate this risk the Association obtains feedback from new tenants regarding the viewing and sign-up processes.

Scottish Housing Regulator – The Standards of Governance and Financial Management for RSLs

This report relates to Standard 2 – “The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities”. This report relates specifically to guidance items 2.1 and 2.4.