

HOUSING MANAGEMENT REPORTS

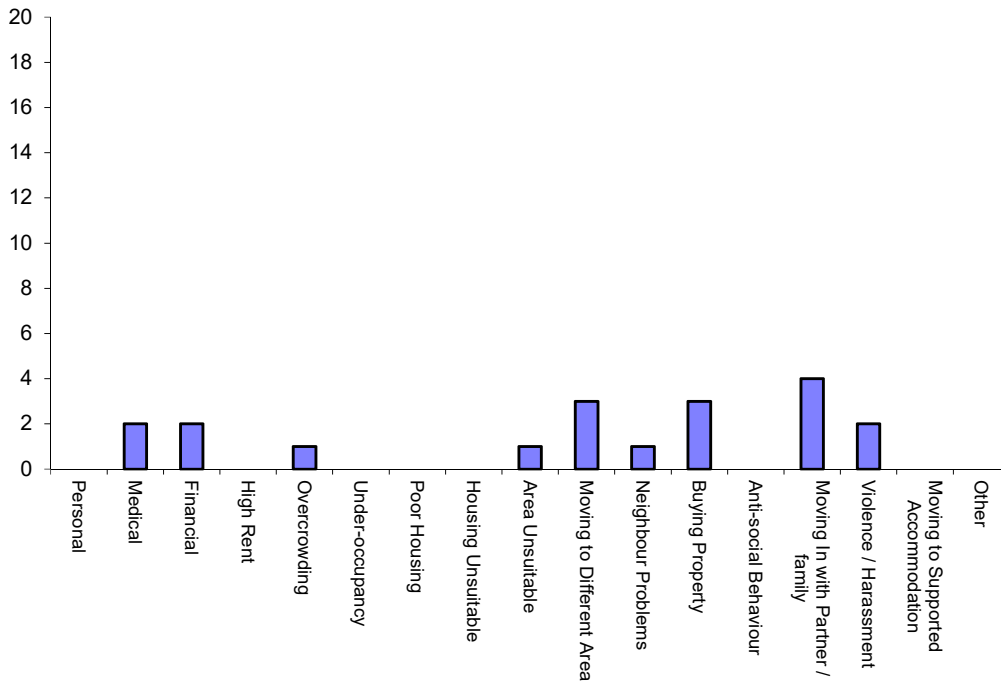
7.4 - TENANCY TERMINATION 2018 / 2019 SURVEY REPORT to the Meeting of the Full Management Committee, Tuesday the 28th of May, 2019.

In order to analyse the reasons why tenants terminate their tenancy, and to gain feedback about the quality of service it provides, the Association issues outgoing tenants with a satisfaction survey. Survey forms were issued to all households who terminated their tenancy between 1 April 2018 and 31 March 2019.

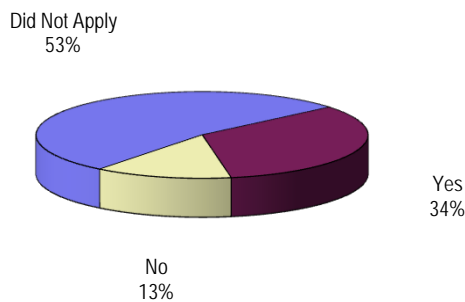
During the year, forty-seven tenancies were terminated. Of these forty-seven tenancies, seven were terminated owing to the death of the tenant, four were terminated following recovery of possession and three were terminated after the property was abandoned. Of the remaining thirty-three tenants who provided notice, fifteen returned the questionnaire. This represents a response rate of 45.5%. 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:

1. What are your main reasons for moving?



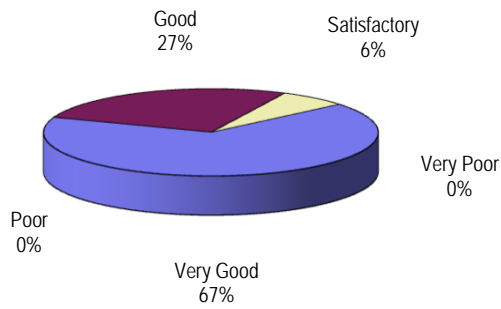
2. If we could have offered you suitable accommodation would you have remained our tenant?



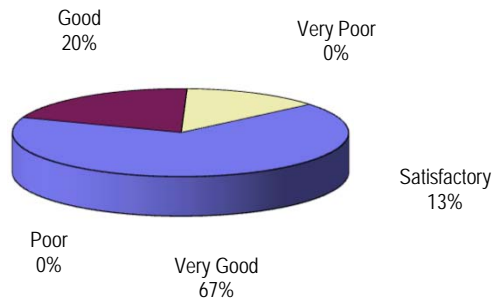
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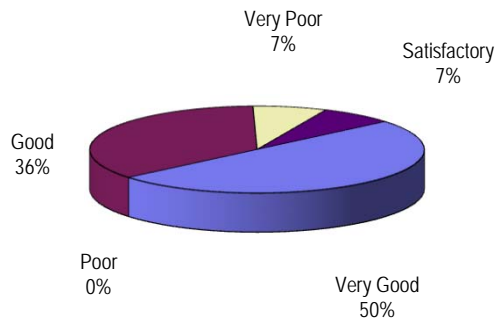
3. In general, how would you rate the Housing Management Service you received from us?



4. In general, how would you rate the Maintenance Repair Service you received from us?



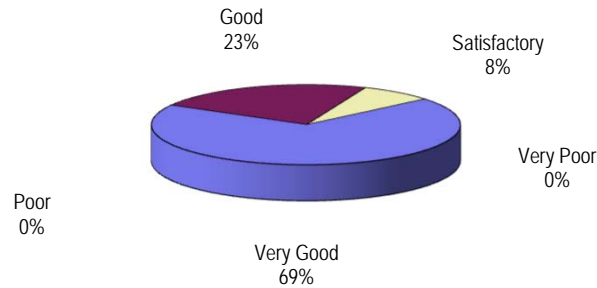
5. In general, how would you rate any other service you received from us?



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6. Overall, how do you rate us as a landlord?



Conclusions

The survey confirmed that tenants gave a wide number of reasons for terminating their tenancy. The most common reasons recorded were tenants moving in with a partner or family, relocating to different areas and those purchasing property.

In order to assess tenants satisfaction with the service they received from the Association, outgoing tenants were asked to rate the different services provided by the Association. The results confirm a high level of satisfaction with ninety-four percent of respondents rating the Housing Management service as either good or very good. The remaining six percent of respondents considered the Housing Management service to be satisfactory. Eighty-seven percent of respondents rated the Maintenance service as either good or very good. The remaining thirteen percent of respondents considered the Maintenance service to be satisfactory. Furthermore, eighty-six percent of respondents also rated other services, such as stair cleaning services and backcourt services, as being good or very good. Seven percent of respondents rated these other services as satisfactory. The one respondent who considered these other services to be very poor failed to provide any explanation for this opinion.

The high level of satisfaction is demonstrated with ninety-two percent of respondents rating the Association as either a good or very good landlord. The remaining eight percent of respondents rated the Association as a satisfactory landlord.

In conclusion the survey indicates that outgoing tenants are leaving the Association for a range of reasons. However, despite wishing to terminate their tenancy, the large majority of tenants indicated that they were satisfied with the services provided by the Association.

Purpose of Report

This report has been prepared for information.

Conflicts of Interest

No conflicts of interest declared or known.

Risk Management

The risk relating to the termination of tenancies and tenancy sustainment is covered by risk 14 in the Association's Risk Register. The risk of failing to meet tenants' needs and aspirations could result in a higher turnover of stock and therefore higher void periods and rent loss. To mitigate this risk the Association monitors the reasons why tenants terminate their tenancy and obtains feedback from former tenants regarding the Association's services. The Association uses this information to ensure that services provided are fit for purpose.

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.