

HOUSING MANAGEMENT REPORTS

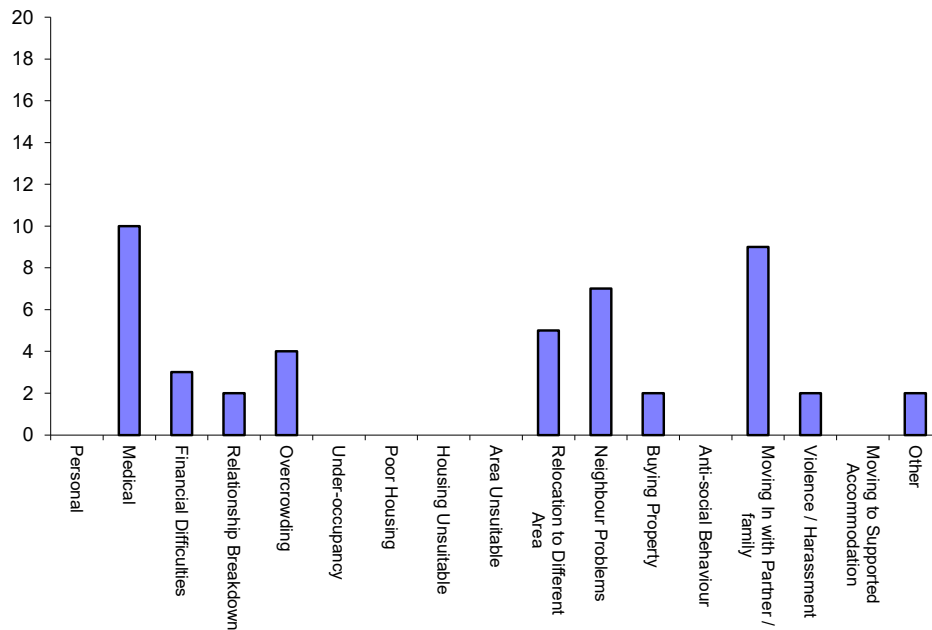
7.1 - TENANCY TERMINATION 2019 / 2020 SURVEY REPORT to the Meeting of the Full Management Committee, Thursday the 25th of June 2020.

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 households who terminated their tenancy between 1 April 2019 and 31 March 2020.

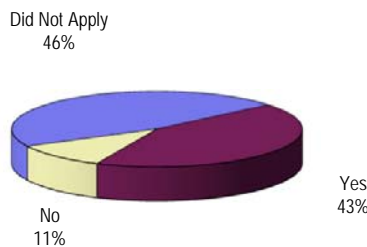
During the year, fifty-nine tenancies were terminated. Of these fifty-nine tenancies, three were terminated owing to the death of the tenant, one was terminated following recovery of possession and four were terminated after the property was abandoned. Of the remaining fifty-one tenants who provided notice, twenty-nine returned the questionnaire. This represents a response rate of 56.9%. 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 to suit your housing needs, would you have remained our tenant?

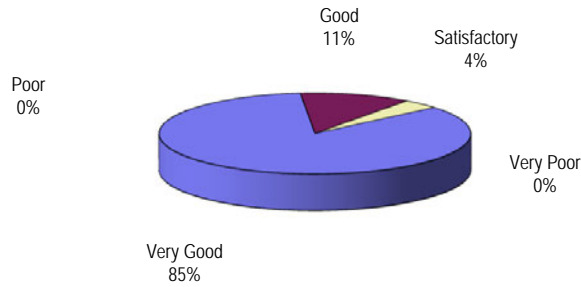


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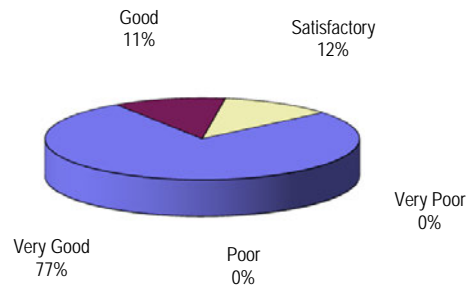
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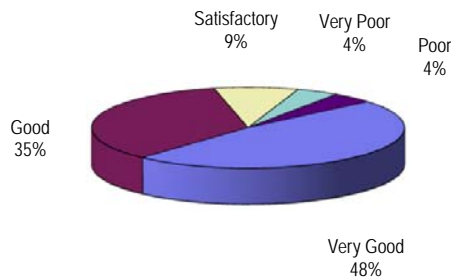
3. In general, how would you rate the Housing Management Service you received from us?



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



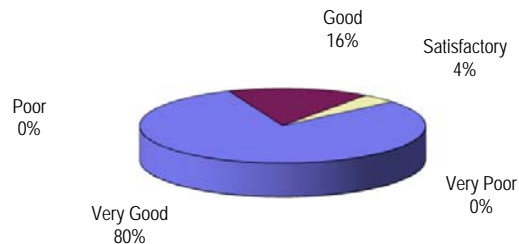
5. In general, how would you rate any other service you received from us such as supported housing , stair cleaning or backcourt maintenance?



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6. Overall, how do you rate Yoker Housing Association 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 medical / health reasons, tenants moving in with a partner or family, problem with neighbours, tenants relocating to a different area and overcrowding.

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-six percent of respondents rating the Housing Management service as either good or very good. The remaining four percent of respondents considered the Housing Management service to be satisfactory. Eighty-eight percent of respondents rated the Maintenance service as either good or very good. The remaining twelve percent of respondents considered the Maintenance service to be satisfactory. Furthermore, eighty-three percent of respondents also rated other services, such as stair cleaning services and backcourt services, as being good or very good. Two respondents (8%) considered these other services to be either poor or very poor. However, only one respondent provided an explanation stating they were unhappy with the standard of close cleaning service.

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