

HOUSING MANAGEMENT REPORTS

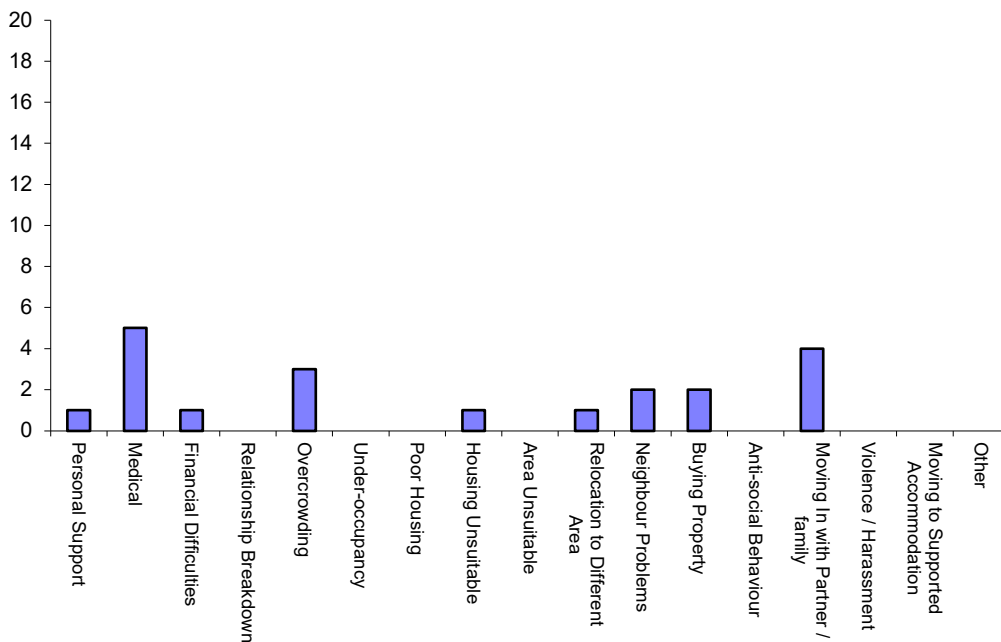
9.2 - TENANCY TERMINATION 2020 / 2021 SURVEY REPORT to the Meeting of the Full Management Committee, Thursday the 24th of June 2021.

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 2020 and 31 March 2021.

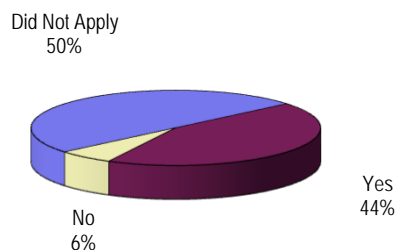
During the year, forty-eight tenancies were terminated. Of these, nine were terminated owing to the death of the tenant, one was terminated following recovery of possession, two were terminated after the property was abandoned and one was terminated after the tenant returned keys without providing written notice. Of the thirty-five tenants who provided notice, sixteen completed the survey which represents a response rate of 45.7%. Due to the Covid-19 pandemic and the restrictions imposed by the Scottish Government, some surveys were completed by telephone while others were returned by post and email. Tenants were asked to respond to a number of questions about the quality of services provided by the Association.

The response to key questions are shown below:

1. What are your main reasons for moving?



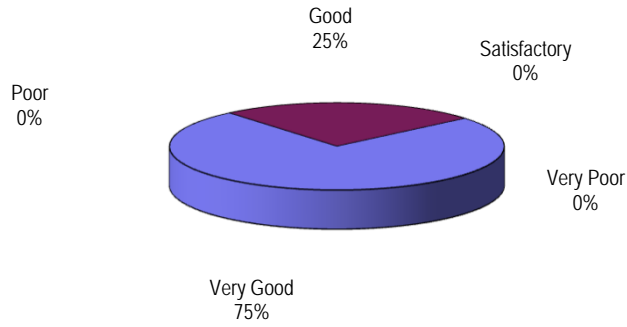
2. If we could have offered you suitable accommodation to suit your housing needs, would you have remained our tenant?



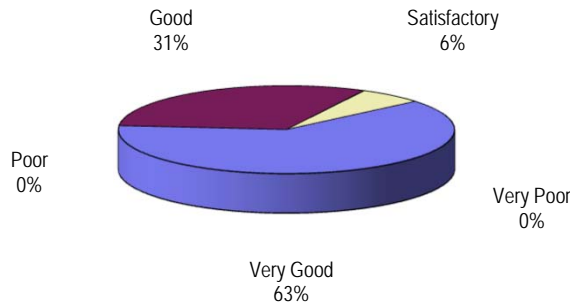
HOUSING MANAGEMENT REPORTS

9.2 - TENANCY TERMINATION 2020 / 2021 SURVEY REPORT to the Meeting of the Full Management Committee, Thursday the 24th of June 2021.

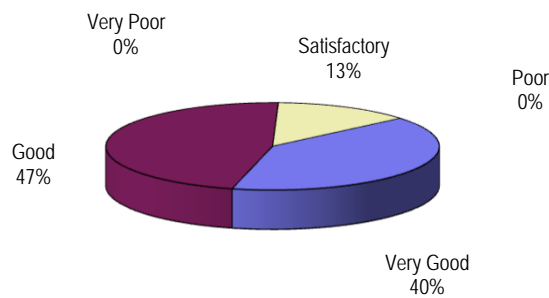
3. In general, how would you rate the Housing Management Service you received from us?



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



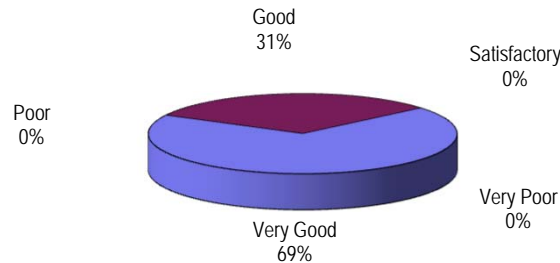
5. In general, how would you rate any other service you received from us such as stair cleaning or backcourt maintenance?



HOUSING MANAGEMENT REPORTS

9.2 - TENANCY TERMINATION 2020 / 2021 SURVEY REPORT to the Meeting of the Full Management Committee, Thursday the 24th of June 2021.

6. Overall, how do you rate Yoker Housing Association as a landlord?



Conclusions

Tenants provided a wide range of reasons for terminating their tenancy with the most common reasons recorded being medical / health reasons, tenants moving in with a partner or family member and overcrowding. Two respondents stated that problems with neighbours were their primary reason for terminating the tenancy. In both cases the tenant accepted alternative accommodation with the Association.

In order to assess satisfaction levels, outgoing tenants were asked to rate the different services provided by the Association. The results confirm a high level of satisfaction with the Housing Management service with 100% of respondents rating the service as either good or very good. 94% percent of respondents rated the Maintenance service as either good or very good while the remaining 6% percent of respondents considered the service to be satisfactory.

With regards to other services, such as stair cleaning services and backcourt services, the survey indicates a high level of satisfaction with 87% of respondents considering the services to be good or very good. The remaining 13% of respondents considered these other services to be satisfactory. The high level of satisfaction is further demonstrated with 100% of respondents rating the Association as either a good or very good 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 majority of tenants considered the the services provided by the Association to be either good or very good. No dissatisfaction was expressed in relation to any aspect of the Association's service.

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.