



## You Said It!

**We are always keen to receive feedback from tenants as it is only by hearing your views that we can really measure how well we are doing our jobs.**

For this reason we were therefore pleased to be able to carry out our tenants' satisfaction survey last year. This special edition of Speaking Forth outlines some of what you have told us.

In total 243 tenants completed an extensive face to face interview with our independent researchers and we really do appreciate the time each one of you took.

**Continues inside...**

**Forth Housing Association Limited**

4th Floor Wallace House, 17-21 Maxwell Place, Stirling FK8 1JU

Tel: 01786 446066 • Fax: 01786 445846 • E-mail: [info@forthha.org.uk](mailto:info@forthha.org.uk)

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## You Said It! Continued from front page...

Too often when surveys are carried out organisations do nothing with them, other than decorate a shelf with the report. We are determined to use these findings to continue to improve our services further and throughout this summary we will highlight some areas we will be seeking to address. If you would be particularly interested in helping us to look at things further and come up with

improvements please let Angela Laley at our office know.

The satisfaction survey was carried out along with Stirling Council, Rural Stirling HA and Ochil View HA. Throughout this summary we may refer to results from these organisations so that you can see how we compare. We won't however refer to them by name, to protect their anonymity.

### Overall Results

#### Wow we were pleased!

When tenants were asked to rate their level of satisfaction or dissatisfaction with our overall service, 94% of you said that you were satisfied or very satisfied, and only 1% of you said you were fairly dissatisfied (the other 5% had no view).

This is a big improvement from our last survey in 2004, when only 83% of tenants were satisfied. It was also the highest

satisfaction level for any of the 4 landlords involved in the survey.

When you were asked which of our services were the most important 77% of people put repairs in the top 3, 70% mentioned rent levels and 49% mentioned improvements to their home. This gives us a clear idea about the main areas we need to continue to focus on to keep our tenants happy.

# Repairs and Maintenance



**When asked how satisfied you were with the way we deal with repairs 89% of people who had used the repair service within the last 2 years reported they were satisfied. 9% were dissatisfied and 2% had no view.**

Results were particularly high regarding the politeness and helpfulness of contractors, with 98% satisfaction.

On the other hand the highest level of dissatisfaction involved the time taken to fix a repair, where 6% of tenants would like a faster service. However, even here with 93% satisfaction, our results were the best of the 4 landlords.

Only 92% of tenants who had used the emergency repairs service were satisfied with it. However it appears that 19% of tenants don't know or are unsure about how our "Out Of Hours" service works.

This figure may however be affected by the large number of new homes which are within the first year of being built.

We will be looking into this further. If we find the emergency repair service does need some work, we will address this issue.

Satisfaction levels with the condition of your home shows an overall figure of 92%. This compares very favourably with the other landlords whose satisfaction levels range from 77% to 90%. However, figures for our older homes are lower (Fallin is lowest at 78% satisfaction). We intend looking to see if we can make any improvements.

# Your Neighbourhood

**81% of tenants who expressed an opinion indicated that they were satisfied with our maintenance of open spaces near their home (10% were dissatisfied). Again these satisfaction levels were the highest of the landlords in the survey.**

We are pleased that again our tenants seemed to be the least affected by problems in their neighbourhood (74% said they had none in the last 2 years.) However, some people do have issues.

The most common problems experienced by tenants in the last 2 years were dog fouling (experienced by 16%), anti-social behaviour (9%) and dumping rubbish (5%). We intend to investigate a number of local issues further to see if we can solve localised problems where they do exist.

Of those who experienced anti-social behaviour the commonest problem was noise followed by verbal threats. Problems would appear to be worst in Stirling Town, Braehead and Cornton. Encouragingly relatively few Raploch tenants report anti-social behaviour problems, despite its historic reputation.



# Information and Communication

**When asked how good we are at keeping tenants informed, 95% of you said we were good at this and only 1% said we were poor. Again these results were the best of the 4 landlords with others results ranging from 82% to 93% satisfaction.**

92% of tenants who read our Speaking Forth newsletter are satisfied with its design, 92% think it is informative and 84% think it is interesting. Again these were the highest results of the 4 landlords surveyed.

Less encouraging however is the fact that only 67% of tenants bother to read Speaking Forth and 9% of people say they've never received it, despite staff hand delivering 4 copies per year. We will give some consideration as to what we can do to make sure tenants recognise the newsletter as being from Forth.

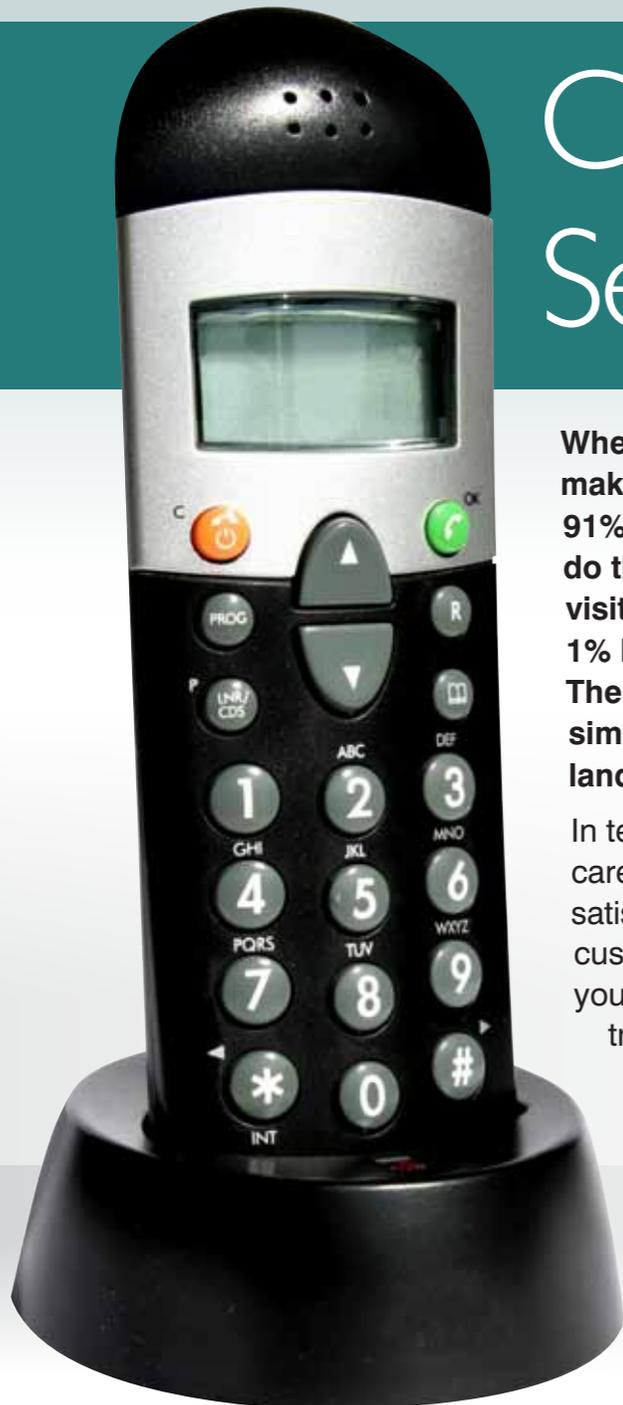
When asked if you were satisfied that we took tenants views into account only 62% said "yes" and although only 3% said "no" a very large 34% sat on the fence with no opinion. On this subject our satisfaction and

dissatisfaction levels were both the lowest of the 4 landlords and we will need to consider further why so many Forth tenants are unsure about this question.

More encouraging are the results that show 82% of our tenants know how they can have their say on housing matters. This is much higher than for the other landlords. That's not to say that we can't improve further. For example only 11% of tenants knew of our E-Group which allows tenants to be consulted on issues via e-mail.

Regarding our Tenant' Handbook only 31% of you had referred to it in the last year (this was still the highest for all the landlords). 80% of those who used it found it useful. This was again much higher than other landlords, with 66% being the closest rating.

When asked if you would like to receive communication from us by new methods such as email, text or in different formats, more suitable to people with particular needs, 91% of you said "no".



# Contact and Service Delivery

**When it comes to making contact with us 91% of tenants chose to do this by phone, 6% by visiting the office and 1% by email or internet. These results are very similar for the other landlords too.**

In terms of our customer care, 91% of you were satisfied with our customer care when you phoned, 73% when tradesmen visited your home and 56% when staff visited you. Again the results are similar for all landlords and in all cases staff visiting tenants

at home have a lower satisfaction rating. This is probably because we often have to visit tenants to tell them things they don't want to hear.

When it comes to making complaints 84% of you know our complaints process. Only 9% of people had used the complaints process in the last year and 76% were satisfied with the process.

Exactly 50% of you have access to the internet and 32% of you had used our web site. Not very high but higher than for any other landlord surveyed. 95% of those who used the site found it useful, again the highest result.

# Rents and Money Advice

**71% of you indicated that you thought your rent represented good value for money (up from 59% in 2004). This result was the second highest of the 4 landlords, whose results ranged from 57% to 78%.**

When asked why the rent represented good value the main reasons given were:

- Condition of the property.....67%
- Size of property.....51%
- Quality or services provided.....42%

Strangely these were also the top 3 reasons why people thought the rents were not value for money!

Regarding the Money Advice Service the results were:

	Forth %	Other Landlord %
Tenants Aware of the Service	72	62
Tenants Who Have Used the Service	44	28
Of those Who Used the Service The Tenants Who Found It Useful	96	84



# Conclusions

**We are generally very pleased with the results of the survey. In almost every area we are the top performer out of the 4 landlords and in most cases our satisfaction levels have increased since the last survey was completed in 2004.**

These results show that in most cases the efforts of Staff and Committee Members, to provide good effective services at reasonable costs, have paid off. Our recent focus on reviewing our Customer Care approaches also appears to be paying dividends.

Of course we're not going to get complacent, because there is always room to do better. Also, there is potential to slip from the existing high satisfaction levels. With this in mind we can assure you that Staff and Committee Members will continue to keep our eye on the ball and as outlined

previously we will be looking at some of our weaker areas in more detail. Watch out in future newsletters for updates on our findings and action.

In the meantime, we are holding a Joint Tenants Conference on 26 March at the Raploch Community Campus. This free event for tenants is to follow-up on the survey and to look at the Housing Charter. Lunch, refreshments, transport and a creche will be provided. For more information and to attend this event please contact Angela Laley at the office.



Useful Contact Details...

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