

## Glowing Report Card

**We are always keen to receive feedback from our 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. A total of 242 of our tenants completed a face to face interview with our independent researchers over the Summer period.**

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 interested in helping us to look at things further and come up with improvements please let Angela Laley at our office know. Our Tenants' View Forum meets 3 times per year at our offices and helps to

scrutinise our performance: examines our results in detail. The next Forum meeting will be held in March 2014 and you will be made very welcome .

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



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# Overall Results

**Fantastic News! - You are pleased with our service and we are delighted with this feedback! The results are a great boost for our staff and management committee who work very hard to deliver the best service possible.**

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 3% of you said you were dissatisfied (the other 4% had no view). This is the same overall satisfaction rate that we achieved 3 years ago and we are pleased that we have managed to maintain this result. Furthermore,

this was the joint highest satisfaction level for the 4 landlords involved in the survey.

Tenants were shown a list of 8 potential priorities and were asked to identify 3 that should be given priority. The majority of people, which was 47%, identified repairs and maintenance as their number one priority. Second with 30% was ensuring that rent represents good value for money and third 29% said keeping tenants informed. 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 93% of people were satisfied. (This is an improvement of 4% compared with 2010). 3% were dissatisfied and 4% had no view. This is the highest satisfaction result of all 4 landlords with results for the other 3 landlords ranging from 84 to 88%.**

Respondents were asked to rate aspects of the last repair carried out in the past 12 months. Results were high regarding the attitude of the workers and overall quality of work, with 94% satisfaction. We will strive to sustain these excellent results.

92% of tenants who had used the emergency repairs service were satisfied with it. This is

the same figure as previously. 83% of our tenants are aware that we have an out of office emergency telephone number to report repairs. We will therefore continue to highlight this on our website and in Tenants' Newsletters to raise awareness.

Satisfaction levels with the condition of your home shows an overall figure of 89%. This compares very favourably with the other landlords whose satisfaction levels range from 81% to 89%. However, figures for some of our homes are lower (Cornton is lowest at 75% satisfaction). We intend looking to see if we can make any improvements in this area.



# Your neighbourhood

**The majority of tenants (93%) are satisfied with our management of the neighbourhood they live in. (4% were fairly dissatisfied and 3% had no view). This is a 12% improvement compared to the previous survey. 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 of all the landlords, by problems in their neighbourhood.



## Information and Communication

**When asked how good we are at keeping tenants informed 95% of you said we were good at this. Again these results were the best of the 4 landlords with others results ranging from 79% to 94% satisfaction.**

It is also encouraging that 79% of tenants are now reading Speaking Forth compared to 67% in 2010. An increase of 12% in readership. The majority of tenants, 95%, consider Speaking Forth is good at keeping them informed about things that might affect them as a tenant.

When asked if you were satisfied with the way we listen to tenants views and act upon them 89% of tenants were satisfied. Again these results were the best of the 4 landlords with other results ranging from 68% to 86%.

Regarding our Tenants' Handbook over a quarter of our tenants had used it in the last year. Almost all respondents (96%) who used it, found it useful. This was an increase of 16% compared to 2010.

# Contact and Service Delivery



**In terms of our customer care 92% of you were satisfied with the way we deal with enquiries. Awareness of our complaints procedure has declined from 84% in 2010 to 75% in 2013. Only 19% reported using it in the past 12 months. Satisfaction with the outcome of the complaints process has declined from 76% to 68%. We will reinforce how to use our complaints procedure in our Newsletter and on our website.**

The website is an area of satisfaction considered worthy of further investigation, where satisfaction has decreased from 95% to 90% despite improvements to the site over the past 3 years. An exercise has already been agreed with the Tenants' View Forum members who have agreed to "road test" our web site and that of other landlords. This may identify improvements for consideration/ implementation.

## Rents and Money Advice

**85% of you indicated that you thought your rent represented good value for money (up from 71% in 2010). This result was the highest of the 4 landlords, whose results ranged from 76% to 83%.**

Regarding the Money Advice service which Forth and Rural Stirling share, 70% of our tenants were aware of the service. Almost all (99%) respondents reported that using the Income Maximisation service helped them.



# Conclusions

**This set of results with some approval ratings above 90% confirms that we remain highly regarded by the people we serve. The satisfaction levels of tenants has generally improved on the last time the survey was carried out 3 years ago, confirming a consistently good performance.**

We have identified small pockets of lower satisfaction for certain categories and follow up action will focus on identifying and addressing any specific issues at a local level. Watch out in future Newsletters for updates on our findings and action. However, in almost every area we are the top performer of the 4 landlords and will not become complacent by ensuring we strive to retain our high standards.



Useful Contact Details...

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