

Background to the Survey

We were commissioned by Blochairn Housing Association to carry out their 2013 tenant satisfaction survey. All tenants were sent a copy of the questionnaire by post and were asked to return to Research Resource using the reply paid envelope provided. A total of 91 tenants responded to the questionnaire and a further 60 interviews were undertaken on a face to face basis with Research Resource's trained and experienced interviewers. This represented a response rate of 52%. This newsletter provides a summary of the key findings arising from the survey.

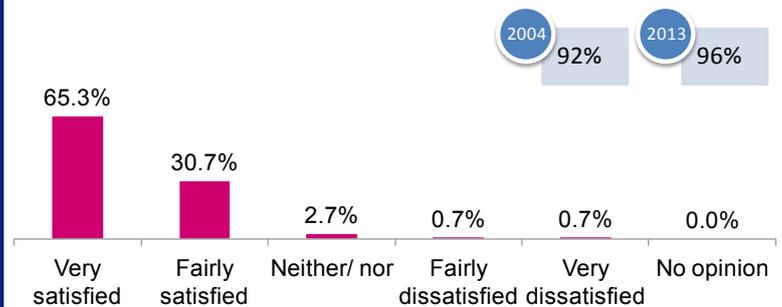
Overall Satisfaction

Overall satisfaction

The survey opened by asking you how satisfied you were with the Association as your landlord. Over 9 in 10 of you said you were satisfied in this respect (96%) compared to just 1% of you who were dissatisfied.

The Association last undertook a tenant satisfaction survey in 2004. The results show that satisfaction has increased from 92% in 2004 to 96% in 2013.

Satisfaction with overall service



Information Provision

Keeping tenants informed

Over 9 in 10 of you (98%) said Blochairn Housing Association was very or fairly good at keeping you informed.

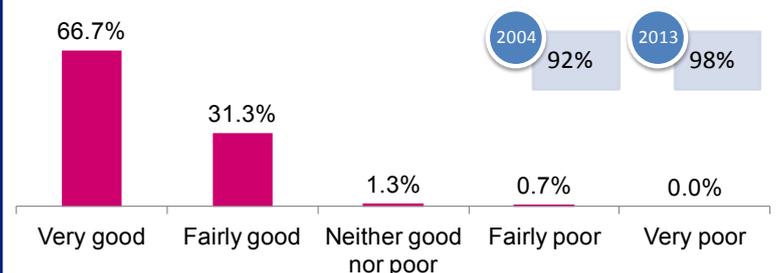
Used and preferred communications

The majority of you told us that you preferred the Association to contact you by telephone (68%) while 48% of you said you preferred the Association to contact you in writing and 45% of you preferred to be kept informed via the Association's newsletter.

Information requirements

We asked you if there was anything you would like to receive more information on. The topics you were most interested in included information on home improvements (39%), housing transfers (30%) and housing benefit and welfare reform (30%).

Keeping tenants informed



Preferred communication method



Customer Care

Contacting the Association

Six in ten of you (60%) had contacted the Association within the last 12 months. Over half of you contacted the Association by telephone (51%) and 46% of you said you made a personal visit to the office. The main reason for contacting the Association was to report a repair (64%).

Satisfaction with customer care

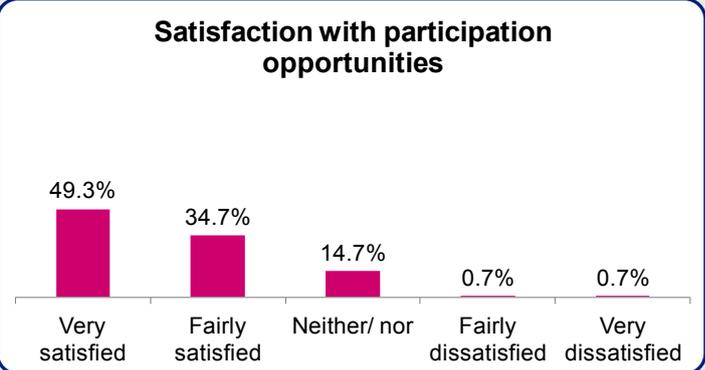
Those of you who contacted the Association rated them highly with satisfaction levels, ranging from 98% in terms of the final outcome of the enquiry to 100% with regards to the helpfulness of the member of staff and the quality of advice and assistance given.

Satisfaction with customer care			
	% satisfied	% neither/nor	% dissatisfied
The length of time to deal with the query	99%	0%	1%
The helpfulness of the member of staff	100%	0%	0%
The quality of advice and assistance given	100%	0%	0%
The final outcome of the enquiry	98%	1%	1%

Being Involved

Satisfaction with participation opportunities

Over 8 in 10 of you (84%) said you were very or fairly satisfied with the opportunities given to you to participate in Blochairn's decision making processes, 15% were neither satisfied nor dissatisfied and 1% were very or fairly dissatisfied.



The Repairs Service

Satisfaction with repairs service

Almost all of you who had reported a repair in the last year said you were very or fairly satisfied with the service you received (99%). This is a marginal increase on the 2004 survey where 97% were satisfied with the repairs service.

Satisfaction with aspects of the repairs service

We asked you how satisfied you were with various aspects of the repairs service. Satisfaction levels were very high ranging from 95% in terms of the appointment system and the tradesman arriving at the appointed time to 99% with regards to the ease of reporting repairs, the helpfulness of the Association staff involved, the attitude of the tradesman and the quality of repairs.



The Home

Satisfaction with the home

More than 9 in 10 of you (96%) said you were very or fairly satisfied with the quality of your home, 3% said you were neither satisfied nor dissatisfied and 1% of you were dissatisfied. Satisfaction has increased from 86% in 2004.

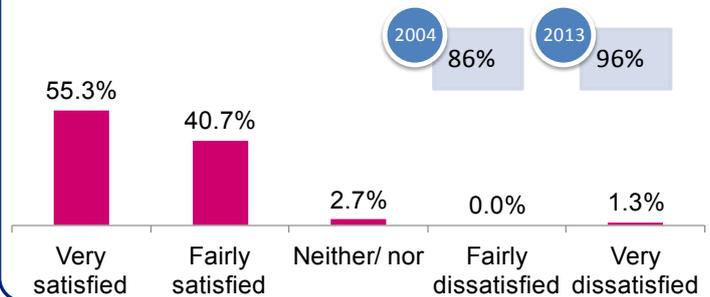
Standard of the home when moving in

Eleven of you said you had moved into your home within the last year and all were very or fairly satisfied with the standard of your home when you moved in.

Home Contents Insurance

Thirty five percent of you said you had home contents insurance. This is an increase on the 2004 survey where 24% had home contents insurance. Those of you who did not have household contents insurance were asked why not. Half of you said you had never thought of it (50%) and 41% said you could not afford it.

Satisfaction with the quality of the home



Q23 If no, why not?

	No.	%
Never thought about it	46	49.5%
Can't afford it	38	40.9%
Haven't managed to do it yet	4	4.3%
Thought the Association insured the house	3	3.2%
Other	2	2.2%

Working with Young People

Awareness of the Association's work with young people

Over half of you were aware of the work the Association does with young people and that the Association has a Youth Committee and Youth Newsletter (57%).

Opinions on work the Association does

The vast majority of you were of the opinion that the Association working with young people in the area was a good idea (94%).

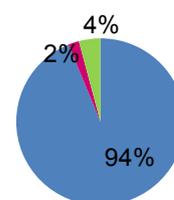
Just under 4 in 10 of you (39%) felt that the area was a better place to live as a result of the work the Association does with young people.

Six in ten of you felt the Association's work with young people will be of benefit to them (60%).

The majority of you agreed the Association should organise events for young people such as activities during the school holidays (86%). Over half of you (56%) felt that youth activities arranged by the Association should include people from surrounding areas, 19% disagreed and 25% of you were not sure.

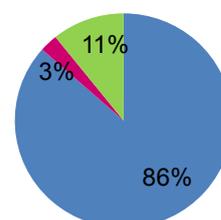
Do you think that working with young people in the area is a good idea?

■ Yes ■ No ■ Don't know



Do you agree that the Association should organise events for young people?

■ Yes ■ No ■ Don't know



The Neighbourhood

Neighbourhood management

Over 9 in 10 of you (96%) said you were very or fairly satisfied with the Association's management of your neighbourhood compared to 2% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.

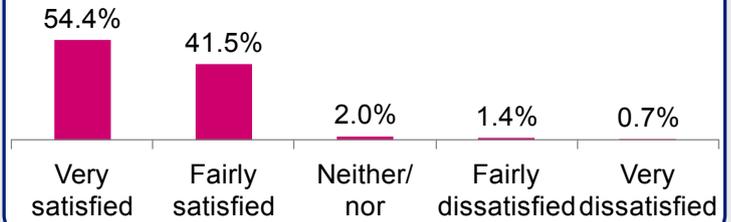
Sense of community

More than 9 in 10 of you (92%) were of the opinion that there is a sense of community in the Blochairn area and 81% of you said that there was a sense of community in the Royston area.

Neighbourhood problems

We asked you to rate the extent to which you considered various issues to be a problem in the Blochairn and Royston areas. In Royston, the top concern was graffiti and in Blochairn it was problems with dogs. All problems appeared to be more of a concern in the Royston area than in the Blochairn area.

Satisfaction with the Association's management of the neighbourhood

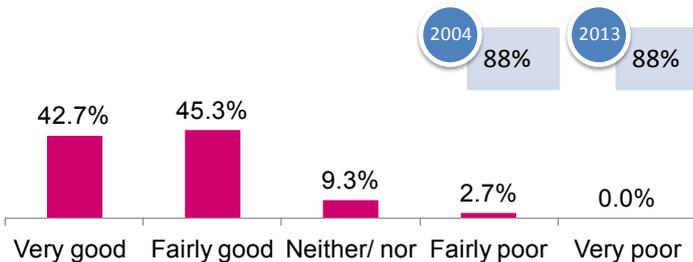


Neighbourhood problems (% stating serious/ minor problem)

	Blo-chairn	Roys-ton
Dogs	61%	67%
Vandalism	27%	67%
Graffiti	26%	72%
Violence	22%	61%
Rubbish	42%	64%
Loitering	26%	60%
Drug Dealing	24%	61%
Street Lighting	14%	35%
Crime	27%	57%

Value for Money

Value for money of rent charge



Value for money

Just under 9 in 10 of you (88%) said that the rent for your home and the services you receive was very or fairly good value for money compared to 3% who said it was very or fairly poor value for money.

NEXT STEPS

Thanks to all of you who took part in the survey. The Association is currently in the process of developing an action plan based upon these results and will get back to tenants in due course regarding this. If you require any further information on the survey please contact Research Resource on 0141 641 6410 or email us at info@researchresource.co.uk.