










CUSTOMER SATISFACTION SURVEY 2017

Research Resource were commissioned by Blochairn Housing Association to undertake their 2017 customer satisfaction survey. A total of 170 interviews were completed with tenants and 18 interviews with owners in order to assess satisfaction with the Association and the services they provide.

The key findings of the survey are summarised below. The percentages shown are overall satisfaction (the % who were very or fairly satisfied) . All results are for tenants only with the exception of satisfaction with the factoring service which has been asked of owners.

Scottish Housing Regulator Indicators

	Indicator	2013	2017	Scottish Average
	Overall service provided	96%	95%	90%
	Being kept informed about services and decisions	98%	96%	91%
	Opportunities to participate in the Association's decision making processes	84%	84%	84%
	Quality of the home	96%	93%	87%
	Standard of the home when moving in (new tenants - 12 tenants)	100%	75%	90%
	The repairs service	99%	98%	91%
	Management of the neighbourhood	96%	93%	87%
	Value for money of rent charge	88%	89%	82%
	Satisfaction with the factoring service (Owners only)	60%	77%	67%

Communication and participation

Accessing the internet



The majority of you (56%) said you access the internet with 98% stating they do this using a smartphone.

8% of you are kept up to date by Blochairn's Facebook page.

Contacting the Association



Over half of you (56%) have contacted Blochairn in the last 12 months. Of those of you who contacted the Association:

- 94% were satisfied with helpfulness of staff.
- 92% were satisfied with the quality of advice and assistance given.

Good Neighbour Fund



89% of you know about the Good Neighbour Fund.

- 90% think people appreciate receiving the Christmas Bonus.
- 85% think good tenants will behave whether they get a bonus or not.
- 6% think the £50 x 2 Monthly Prize draw should be scrapped.

Neighbourhood and Young People

Young people



Up to 60% of you were aware of the work the Association does with younger residents and local schools.

85% think this work is a good idea.

47% of you think the area is better as a result of this work (52% don't know).

Satisfaction with the neighbourhood



You were most positive about your feeling of safety in the neighbourhood (90% satisfied).

You were most dissatisfied with children's play facilities in the neighbourhood (43% satisfied and 38% dissatisfied).

Neighbourhood problems

We asked you to what extent you thought various issues to be a problem in your neighbourhood.

You told us the most serious problems were:

-  Dogs (15% stated this was a serious problem)
-  Rubbish or litter (13%)
-  Drug dealing (9%)