

# ABERTAY HOUSING ASSOCIATION TENANT SATISFACTION SURVEY 2016

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## Survey Report

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## **A. Background**

Abertay Housing Association was established in 1997 from a stock transfer of properties formerly owned by Scottish Homes. Abertay Housing serves the needs of 1,742 tenants of which 278 are sheltered tenants. The Association also provides estate management services to 2,150 factored and non-factored owners. Abertay Housing's stock is distributed throughout Dundee with the largest settlement (approx. 60%) located in the Fintry area.

## **B. Aims & Objectives**

The aim of the survey is to gauge the level of satisfaction with our services, understand tenant priorities and identify areas where improvements can be made. Additional questions included in the survey are being used for benchmarking purposes through membership of Scotland's Housing Network. This allows the Association to compare performance with other Social Landlords and identify where we are exceeding or not meeting service user expectations.

The Housing Scotland Act 2010 and the Scottish Social Housing Charter have placed an obligation on landlords to survey their tenants and service users regularly and submit the results to the Scottish Housing Regulator. They have produced a number of indicators from which we will be measured and these have been set by the Regulator and included in this Survey.

Our objectives are:

- To measure tenant satisfaction with Abertay Housing as a landlord and submit the results to the Scottish Housing Regulator.
- To identify tenants' priority areas for service improvement
- To benchmark the survey results against other landlords where appropriate.

## **C. Survey method**

A questionnaire was posted out to all 1,742 tenants with a freepost envelope provided. The survey was promoted in the Abertalk Newsletter along with the opportunity to be entered into a prize draw to win a £50 voucher of their choice. Tenants could also access and complete the survey on-line if they preferred via Abertay's website and facebook.

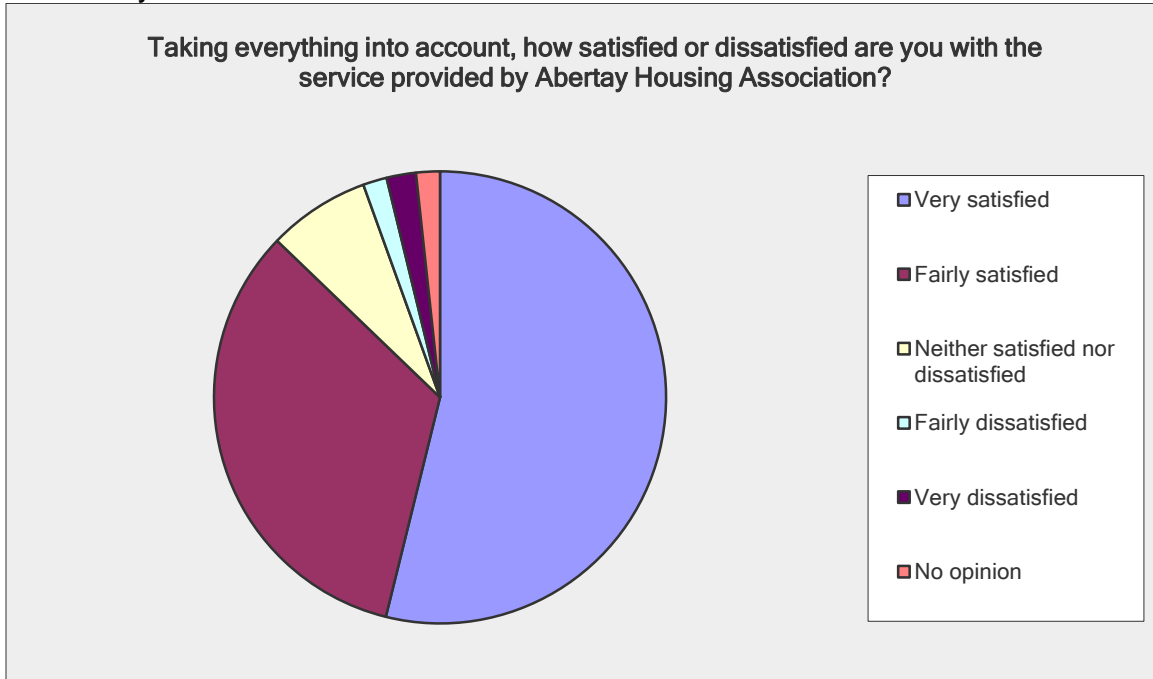
The total survey return of 243 represents approximately 14% of the total number of Abertay tenants. The vast majority of surveys returned were by post with just 11(4.5%) completed on-line.

The percentage of responses from mainstream and sheltered tenants is as follows:

Sheltered tenants	79 responses (33.9%)
Mainstream tenants	154 responses (66.1%)

## D. Overall satisfaction with service provision

The following question is a Charter Indicator and was required to be asked first in the survey.



<b>Taking everything into account, how satisfied or dissatisfied are you with the service provided by Abertay Housing Association?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very satisfied	53.8%	126
Fairly satisfied	33.3%	78
Neither satisfied nor dissatisfied	7.3%	17
Fairly dissatisfied	1.7%	4
Very dissatisfied	2.1%	5
No opinion	1.7%	4
If dissatisfied please tell us why.		8
	<i>answered question</i>	<b>234</b>
	<i>skipped question</i>	<b>9</b>

Taking everything into account 87.2% of tenants are either very or fairly satisfied with the service provided by Abertay compared to 86.9% in 2013 - a small upward trend in overall satisfaction..

## E. Housing Management

Tenants were asked how satisfied they were with a range of Housing Management issues. General enquiries in particular scored a very high satisfaction rate of 97%, an increase from 93% satisfaction recorded in the 2013 survey.

86% of tenants were satisfied with the way we dealt with complaints which has improved from 83% satisfaction recorded in the last survey.

Day to Day repairs recorded high satisfaction with 94% of responders being very or fairly satisfied with the repairs service they receive, an improvement from 2013 when 92.4% of responders were satisfied.

Higher levels of satisfaction with the way we deal with reports of anti-social behaviour have been recorded, up to 79% from 69% in 2013.

Planned maintenance was introduced in this survey to gauge tenants' satisfaction with the management of it. 88% of responders were either very or fairly satisfied with 6% dissatisfied. Comments from dissatisfied were generally around poor communication with maintenance programmes.

How satisfied or dissatisfied are you with the way Abertay manages:							
Answer Options	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	not applicable	Response Count
Your enquiries generally	149	80	1	3	4	2	239
Complaints	104	60	15	7	5	19	210
Day to day repairs	132	66	7	4	2	2	213
Anti social behaviour	78	58	21	5	9	34	205
Planned Maintenance	116	65	11	8	5	7	212
Comments:							32
						<i>answered question</i>	<b>243</b>
						<i>skipped question</i>	<b>0</b>

Tenants were asked which services they consider their top 3 priorities. The following services were considered the most important:

1. Repairs and maintenance 75% (150 responses)
2. The overall quality of their home 70% (128 responses)
3. Keeping residents informed 61% (96 responses)

However responders also felt that dealing with anti-social behaviour (77 responses) and getting value for money for their rent (83 responses) were also important to tenants.

## F Communication & Contact

Tenants were asked to say how well Abertay keeps them informed about their services and decisions. 89.6% of responses said that Abertay was very or fairly good, which is a slight improvement from 88% in the 2013 survey.

How good or poor do you feel Abertay is at keeping you informed about their services and decisions?		
Answer Options	Response Percent	Response Count
Very good	53.9%	130
Fairly good	35.7%	86
Neither good nor poor	6.2%	15
Fairly poor	2.9%	7
Very poor	1.2%	3
Comments:		11

The survey asked tenants the following question:

How would you prefer us to keep you informed? Please rank your top three preferences.

Answer Options	1st choice	2nd choice	3rd choice
Abertalk Newsletter	155	27	22
Tenants Handbook	30	41	30
Our website	11	6	20
Drop in sessions at various locations	16	9	15
Open meetings	21	22	10
On display in Office Reception	22	12	14
Surgeries in sheltered complexes (for all tenants)	25	20	15
Facebook	5	11	14
Text messages	16	13	24
Email	25	21	15
Post	70	37	38

Responders clearly like to be kept informed in a range of ways, as shown in the response returns. However the overwhelming favourite is still Abertay's Newsletter with informing people by post still a popular method for tenants. A great deal of work had gone into improving the website since the last survey in 2013 and the numbers of people using this method to access information has increased from 2013. Facebook, a new addition since the last survey, emails and texts are becoming an increasingly popular options for our tenants.

## G Quality of Home

86.5% of responders were satisfied with the quality of their home in 2013. The 2016 survey asked the same question and the level of satisfaction improved slightly to 87.8%. Dissatisfaction has dropped from 8.9% to 6.8%

Overall, how satisfied or dissatisfied are you with the quality of your home?		
Answer Options	Response Percent	Response Count
Very satisfied	55.3%	131
Fairly satisfied	32.5%	77
Neither satisfied or dissatisfied	5.5%	13
Fairly dissatisfied	3.0%	7
Very dissatisfied	3.8%	9
If dissatisfied please tell us why.		26
	<i>answered question</i>	<b>237</b>
	<i>skipped question</i>	<b>6</b>

## H. Estates & Neighbourhood

The survey asked: Overall, how satisfied or dissatisfied are you with Abertay's management of the neighbourhood you live in?		
Answer Options	Response Percent	Response Count
Very satisfied	50.4%	120
Fairly satisfied	37.0%	88
Neither satisfied nor dissatisfied	8.8%	21
Fairly dissatisfied	2.1%	5
Very dissatisfied	1.7%	4
Comments:		18
	<i>answered question</i>	<b>238</b>
	<i>skipped question</i>	<b>5</b>

Over 87% of responders were either very or fairly satisfied with Abertay's management of their neighbourhood a slight increase from 2013 when 86% were satisfied.

## I. Rent & value for money

In 2013, 79% of responders felt that the rent for their property represented value for money. The same question was asked again and the results are as follows:

**Taking into account the accommodation and the services Abertay provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it:**

Answer Options	Response Percent	Response Count
Very good	41.7%	100
Fairly good	42.5%	102
Neither good nor poor	11.7%	28
Fairly poor	3.3%	8
Very poor	0.8%	2
Comments:		18
<i>answered question</i>		<b>240</b>
<i>skipped question</i>		<b>3</b>

Abertay worked hard to improve value for money for its residents and for any rent increase to be kept to a minimum. Tenants were consulted regarding a proposed rent increase in January 2016 and chose the lowest option of 1% increase for the financial year 2016/17. This small increase enabled the Association to continue with planned improvements to properties whilst minimising the impact of the rent increase on tenants. Having an affordable rent is clearly important to tenants as reflected in the high importance recorded elsewhere in this report. This survey return shows that 84% now feel that Abertay's rents offer good value for money, an improvement from 79% recorded in 2013.

## J. Participation & the decision making process

The survey asked:

How satisfied or dissatisfied are you with opportunities given to you to participate in Abertay's decision making process?		
Answer Options	Response Percent	Response Count
Very satisfied	38.2%	91
Fairly satisfied	40.3%	96
Neither satisfied nor dissatisfied	15.5%	37
Fairly dissatisfied	4.2%	10
Very dissatisfied	1.7%	4
If dissatisfied please tell us why.		7
<i>answered question</i>		<b>238</b>
<i>skipped question</i>		<b>5</b>

6% of responders were dissatisfied with the opportunities given to participate, a slight increase from 5% in 2013

How good or poor do you feel Abertay is at keeping you informed about their services and decisions?



Answer Options	Response Percent	Response Count
Very good	53.9%	130
Fairly good	35.7%	86
Neither good nor poor	6.2%	15
Fairly poor	2.9%	7
Very poor	1.2%	3
Comments:		11
<i>answered question</i>		<b>241</b>
<i>skipped question</i>		<b>2</b>

89% of responders felt that Abertay were either very or fairly good at keeping them informed, which is a slight improvement from 88% recorded in 2013. Only 4.1% felt that Abertay was poor at this.

### K. Key strengths & areas for improvement

- General enquiries have continued to record high satisfaction levels, increasing from 93% in 2013 to 97% in the 2016 survey.
- Anti-social behaviour and the way we deal with it has recorded the greatest improvement since the last survey from 69% to 79%. We had reviewed the service we provide and changed Housing Officers roles. We also reviewed and changed reporting criteria and timescales and these changes are reflected in the increased levels of satisfaction with the service.
- Day to Day repairs continues to record high levels of satisfaction (94%) with the service
- This survey return shows that 84% now feel that Abertay's rents offer good value for money, an improvement from 79% recorded in 2013.

Other areas with improved satisfaction levels include:

- Complaints from 83% to 86%
- Quality of their home from 86% to 88%
- Management of their neighbourhood from 86% to 87%

### Areas for improvement

Planned maintenance was added to the survey in 2016 so we cannot compare performance from the previous survey held in 2013. This survey recorded 88% of tenants satisfied with the service. Comments from a few dissatisfied responders have been noted, some of which are around the lack of communication. It is felt that this is

an area that could be improved and hopefully, with the introduction of a Property Services Liaison Officer this should help improve communication between the Association, Contractors and tenants in relation to planned works.

The Tenant Participation Officer has worked to increase the numbers of interested people on our Register of Interested Residents. The Association is currently reviewing tenant participation with a view to rolling it out to all staff as a responsibility to improve tenant involvement in a greater number of areas, including armchair reviewers, tenant walkabouts and the setting up of small Focus Groups. A number of responders have intimated their interest in getting involved through the survey. The Association should actively encourage their interest which will hopefully help improve current satisfaction levels with giving tenants opportunities to participate.

A number of comments have been made about the services Abertay provides its tenants. A large number of comments are very encouraging and reflect the satisfaction with us as their landlord. However there are a smaller number of comments, which Abertay should acknowledge and action (if appropriate) to enable us to improve our services and exceed or meet service user expectations.