

Owners Satisfaction Survey Results

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1. INTRODUCTION

- 1.1. Abertay provides estate management services to 2,168 owners. Of these, 308 also receive a full factoring service. These owners live in a range of property types located across Dundee. In most cases, the properties were originally purchased from the Association or its predecessors through the Right to Buy and thus owners' properties are within estates where the Association also rents properties to tenants.
- 1.2. The Scottish Social Housing Charter has placed an obligation on landlords to survey owners who receive any type of factoring service at least every three years. The last survey was undertaken in 2016. The Scottish Housing Regulator (SHR) has set a question which must be asked in this survey and reported in the Annual Return on the Charter (ARC) every May.
- 1.3. The opportunity was also taken to ask other questions to gain owners' opinions of the services provided. Owners were asked to tell us why they were dissatisfied so we have the opportunity to use their comments to improve services.

2. BACKGROUND

- 2.1. The Association issued a postal questionnaire to all factored and non-factored owners in September 2019 with a freepost envelope provided. A link was provided so residents could complete the survey on-line. The survey could also be accessed via Abertay's website.
- 2.2. The overall survey response return was 7.6% (165). This is a reduction in response rate from the 12% was achieved in 2016 when 258 returns were received using the same methods. The split between factored and non-factored owners is given below.

| Table 1 | Number of Respondents | Total Number | Percentage Responded |
|--------------|-----------------------|--------------|----------------------|
| Factored | 31 | 308 | 10.1% |
| Non-factored | 134 | 1,860 | 7.2% |
| Total | 165 | 2,168 | 7.6% |

This shows that a higher percentage of responses was received from factored owners. This would be expected with the increased engagement we have with them due to the nature of services provided.

- 2.3. The answer to the ARC question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by Abertay Housing Association?" was as follows:

| Options | Factored Number | Factored Percentage | Non-factored Number | Non-factored Percentage | Total Number | Total Percentage |
|------------------------------------|-----------------|---------------------|---------------------|-------------------------|--------------|------------------|
| Very satisfied | 4 | 12.9% | 25 | 18.7% | 29 | 17.6% |
| Fairly satisfied | 18 | 58.0% | 52 | 38.8% | 70 | 42.4% |
| Neither satisfied nor dissatisfied | 5 | 16.1% | 25 | 18.7% | 30 | 18.2% |

| | | | | | | |
|---------------------|----|------|-----|-------|-----|-------|
| Fairly dissatisfied | 2 | 6.5% | 14 | 10.4% | 16 | 9.7% |
| Very dissatisfied | 2 | 6.5% | 18 | 13.4% | 20 | 12.1% |
| Total | 31 | | 134 | | 165 | |

60.0% of owners are either very or fairly satisfied with the Association's factoring services. This is an increase from 51.1% in 2016 and 44.6% in 2013. Since the 2016 survey we have introduced a newsletter which is sent out with all invoices. Previously a letter was sent. The newsletter appears to be getting the message to more people and resulting in fewer queries and may be the cause of the higher satisfaction.

- 2.4. As we had changed our Grounds Maintenance contractor during the year, and were having some issues with the new contractor, we asked "We have recently changed our main open space maintenance contractor to Resolution Ground Maintenance. How satisfied are you with the service they provide?" 49.4% of owners were either very satisfied or fairly satisfied. 22.2% were either very dissatisfied or fairly dissatisfied. The contract was subject to a paper to Management Committee in January and is now being retendered.
- 2.5. We asked factored owners only about some of the services we provide to them. The percentage either very satisfied or fairly satisfied is set out below:

| Issue | 2019 | 2016 | 2013 |
|---|-------|-------|-------|
| The cleaning and upkeep of communal areas including open space | 63.3% | 59.7% | 54.0% |
| The standard of repair of the common parts of your building? | 71.0% | 47.9% | 47.0% |
| That your views are taken into consideration when deciding work needed? | 48.4% | 39.1% | N/A |

The percentage either very dissatisfied or fairly dissatisfied is set out below:

| Issue | 2019 | 2016 | 2013 |
|---|-------|-------|-------|
| The cleaning and upkeep of communal areas including open space | 20.0% | 27.2% | 29.2% |
| The standard of repair of the common parts of your building? | 9.7% | 23.9% | 22.1% |
| That your views are taken into consideration when deciding work needed? | 12.9% | 33.3% | N/A |

This shows significant increases in satisfaction and decreases in dissatisfaction in all areas. The standard of repair results may reflect the external works which have been undertaken to some buildings.

- 2.6. We asked all owners how good Abertay was at keeping them informed about a number of issues. The percentage who said either very good or fairly good is set out below:

| Issue | 2019 | 2016 | 2013 |
|--|-------|-------|-------|
| Our services and decisions | 58.4% | 55.7% | 47.0% |
| Things that might effect you as a resident | 61.4% | 51.9% | 41.0% |

The percentage who said either very bad or fairly bad is set out below:

| Issue | 2019 | 2016 | 2013 |
|--|-------|-------|-------|
| Our services and decisions | 18.6% | 27.7% | 34.0% |
| Things that might effect you as a resident | 20.0% | 33.2% | 37.1% |

Again, this shows significant increases in satisfaction and decreases in dissatisfaction. The introduction of the newsletter for owners is likely to have helped in this area.

- 2.7. We asked all owners about preferred methods of communication. The majority at 60.2% want us to continue communicating by letter. 18.5% would like communication by e mail and 13.3% by phone.
- 2.8. We asked all owners a number of questions about our website to assist with decisions we will need to make in the future on upgrading it. 78.6% felt it was visually appealing. However, of those who said it was not, a number indicated that they did not use the internet or had never seen our website, so adjusting for these people, the percentage who had seen it who found it visually appealing was 87.3%.

80.3% felt it was easy to navigate. However, of those who said it was not, a number indicated that they did not use the internet or had never seen our website, so adjusting for these people, the percentage who had seen it who found it easy to navigate was 90.5%.

Our Digital Support Officer is available to help those who would like assistance in accessing the internet.

These results, combined with the answers to these questions in the tenants survey will be used in looking at the future of our website.

- 2.9. We asked all owners a number of questions in relation to their invoice. The percentage either very satisfied or fairly satisfied is set out below.

| Issue | 2019 | 2016 | 2013 |
|--|-------|-------|-------|
| The information provided on your invoice | 66.3% | 62.0% | 58.0% |
| The response received to any query about the invoice | 60.7% | 60.4% | N/A |

The percentage either very dissatisfied or fairly dissatisfied is set out below.

| Issue | 2019 | 2016 | 2013 |
|--|-------|-------|-------|
| The information provided on your invoice | 16.9% | 18.6% | 22.5% |
| The response received to any query about the invoice | 19.1% | 21.4% | N/A |

In relation to the information provided, satisfaction has increased and dissatisfaction decreased. Again, this may be linked to the newsletter provided with the invoice which seeks to explain why, for example, owners are charged for Grounds Maintenance.

Satisfaction in relation to responses to queries on the invoice has remained static.

- 2.10. We asked all owners whether they were aware of our estate walkabouts. 82.5% were aware of them, which is similar to the 83% figure in 2016. Of those who were aware, 15.3% had

attended, which is a significant increase from the 8% in 2016. The reasons for not attending were largely due to mobility issues, or the timing of the walkabouts. The Estate Walkabouts leaflet and information on our website advises residents that if they are unable to attend the walkabouts, they can report any issues to the main office and these will be considered during the walkabout. Estate walkabouts were introduced after the 2013 survey, so there were no questions about them in that year.

2.11. For all questions, we asked owners to provide comments, especially if they were dissatisfied with the service. These have been analysed and staff are responding to individual owners and considering alterations to systems where appropriate.

3. RISK IMPLICATIONS

3.1. A number of health and safety issues were raised in the comments on the questionnaire, which are being considered by staff and dealt with where appropriate.

4. FINANCIAL IMPLICATIONS

4.1. The survey forms cost £2,415 to print and post.

4.2. A number of issues were raised by owners. These will be dealt with, where appropriate, within existing budgets.

5. EQUALITIES AND HUMAN RIGHTS IMPLICATIONS

5.1. Equality and human rights implications arising from the protected characteristics enshrined in the Equality Act 2010 are respected at all times.

5.2. Residents who are unable to attend walkabouts are given options to report issues to the main office, which will be taken into account.

6. COMPLIANCE WITH REGULATORY STANDARDS

6.1. Completing the survey is part of the requirements of the Social Housing Charter and acting on the results will assist with meeting Regulatory Standards 1, 2 and 4

7. CONCLUSION

7.1. The owners survey shows significant increases in satisfaction and decreases in dissatisfaction in most areas since the last survey in 2016.

8. RECOMMENDATIONS

Management Committee is asked to:

NOTE the results of the Owners Survey