

Owners Satisfaction Survey 2022

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1. INTRODUCTION

- 1.1. The Association provides estate management services to 2,199 owners. Of these, 258 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 2019. 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 October 2022 with a freepost envelope provided. A link was provided so residents could complete the survey on-line. The survey could also be accessed via the Association's website.
- 2.2. The overall survey response return was 6.8% (149). This is a reduction in response rate from 2019 (7.6% (165)) and 2016 (12% (258)) return rates 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	24	258	9.3%
Non-factored	125	1,941	6.4%
Total	149	2,199	6.8%

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. The decreased response rate reflects a general reduction in engagement post-covid.

- 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	3	12.5%	23	19.3%	26	18.2%
Fairly satisfied	12	50.0%	39	32.7%	51	35.7%
Neither satisfied nor dissatisfied	5	20.9%	22	18.6%	27	18.8%

Fairly dissatisfied	2	8.3%	23	19.3%	25	17.5%
Very dissatisfied	2	8.3%	12	10.1%	14	9.8%
Total	24		119		143	

53.9% of owners are either very or fairly satisfied with the Association's factoring services. This is a decrease from 60.0% in 2019 but an increase from 51.1% in 2016 and 44.6% in 2013. This may be explained through the lack of opportunity to engage with owners through the last few years.

- 2.4. 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	2022	2019	2016
The cleaning and upkeep of communal areas including open space	50.0%	63.3%	59.7%
The standard of repair of the common parts of your building?	45.8%	71.0%	47.9%
That your views are taken into consideration when deciding work needed?	37.5%	48.4%	39.1%

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

Issue	2022	2019	2016
The cleaning and upkeep of communal areas including open space	41.7%	20.0%	27.2%
The standard of repair of the common parts of your building?	20.8%	9.7%	23.9%
That your views are taken into consideration when deciding work needed?	29.2%	12.9%	33.3%

This shows decreases in satisfaction and increases in dissatisfaction in all areas. The close cleaning company had staffing issues throughout the pandemic and has recently been troubled by illness and recruitment issues, which may explain some of the reduction in satisfaction.

- 2.5. 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	2022	2019	2016
Our services and decisions	51.3%	58.4%	55.7%
Things that might effect you as a resident	49.0%	61.4%	51.9%

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

Issue	2022	2019	2016
Our services and decisions	23.6%	18.6%	27.7%
Things that might effect you as a resident	25.8%	20.0%	33.2%

Again, this shows decreases in satisfaction and increases in dissatisfaction with results between the 2019 and 2022 levels.

- 2.6. As we had changed our Grounds Maintenance contractor in the spring, we asked “We have recently changed our main open space maintenance contractors. T&N Gilmartin carry out work in Fintry. Landscape Logistics carry out work in other areas. How satisfied are you with the service they provide in your area?” 49.3% of owners were either very satisfied or fairly satisfied. 19.4% were either very dissatisfied or fairly dissatisfied.
- 2.7. We asked all owners about preferred methods of communication. The majority at 77.0% want us to continue communicating by letter. This has increased from 60.2% in 2019. 29.7% would like communication by e mail (18.5% in 2019) and 19.6% by phone (13.3% in 2019).
- 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. 90.7% of those who had used the website felt it was easy to navigate. 82.8% of those who had used the website felt it was easy to make a payment.

Our Tenant Involvement and Empowerment Officer has some capacity 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	2022	2019	2016
The information provided on your invoice	59.0%	66.3%	62.0%
The response received to any query about the invoice	49.1%	60.7%	60.4%

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

Issue	2022	2019	2016
The information provided on your invoice	15.3%	16.9%	18.6%
The response received to any query about the invoice	17.3%	19.1%	21.4%

Both satisfaction and dissatisfaction in this area have decreased. We are using feedback from previous years to try to make invoices clearer and easier for owners to understand.

- 2.10. We asked all owners whether they were aware of our estate walkabouts. 73.9% were aware of them, which is less than the 82.5% figure in 2019. Of those who were aware, 18.1% had attended, which is an increase from the 15.3% in 2019. Annual walkabout leaflets are no longer sent to residents, they are publicised on our website. Given that a significant number of owners do not use the website, we will consider other ways to publicise walkabouts. The reasons for not attending were largely due to mobility issues, or the timing of the walkabouts. The 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.
- 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 £2,509 to print and post; this cost is provided for in the annual budget.
- 4.2. The issues raised by Owners which have a financial element 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 Satisfaction Survey shows decreases in satisfaction and increases in dissatisfaction in most areas since the last survey in 2019.
- 7.2. Whilst it is without doubt that the coronavirus pandemic and the significant increase in inflation and consequential cost of living crisis has had an adverse impact on satisfaction levels, the Tenant Involvement and Empowerment Strategy Group will formulate an Action Plan with view to improving on the satisfaction and dissatisfaction levels.

8. RECOMMENDATIONS

The Board is asked to:

NOTE the results of the Owners Satisfaction Survey 2022, whilst further noting that the Tenant Involvement and Empowerment Strategy Group will formulate an Action Plan with view to improving on the satisfaction and dissatisfaction levels.