

Pineview Customer Survey July 2021 – update

A Big Thank you to everyone who took part in our July 2021 Customer Survey!

We set up the survey because we wanted to know your views on

- How you prefer to contact Pineview Housing?
- How you think our office should be open in the future?
- What improvements you would most like to see to your homes?
- What are your priorities for spending in the community?
- Would you like to become more involved with Pineview?

A very brief summary of results is below

Contacting Pineview

A large majority of residents preferred to contact us by telephone – this was the preference of 81% of residents who took part in the survey. The next most popular were Email (44%) and Letter and Visiting our office (both 22%).

Future opening hours

27% of those taking part would like the office to operate with the same opening hours as before, 27% feel it should be open some of the time, and 44% of those responding would be happy with an appointments system to attend the office.

We are currently considering how we re-open our office following the Covid-19 restrictions in a way that keeps everyone safe and we will of course keep you informed.

Investment in your homes

We asked what your top three priorities would be for improvements to your homes. The most popular responses were Bathrooms, Windows and Kitchens. The information we have for each area will be passed to the Senior Maintenance Officer and will help to shape our future investment projects.

Community Spending

The most popular priorities for our community spending were activities to prevent anti-social behaviour in the area, youth activities and environmental projects. We will now consider how we can best take these priorities forward and will also seek opportunities to contribute to projects with other agencies working in our areas.

Consultation Register

We are seeking to set up a register of residents who would like to be consulted and informed of our activities and we have had a very good response. We will be in touch with those who have expressed an interest letting you know how you can take part.

Customer Forum

We also asked if you would like to learn more about our Customer Forum – which meets monthly and works with us to make sure that residents are at the heart of everything we do. A number of residents have expressed an interest and we will be in touch shortly.

Management Committee

The Association is run by a voluntary Management Committee of up to 15 members who work with staff to ensure that the organisation is well run and that customers receive the best possible service' We will be in touch shortly with all those who have said they would like to know more about the Management Committee and how it works.

If you did not take part in the survey but you are interested in learning more about the Consultation Register, the Customer Forum or the Management Committee, please give us a call on 0141 944 3891.