

Tenant Satisfaction Survey 2020 Outcomes and Update

Thank you to everyone who took part in our recent tenant satisfaction survey – we very much appreciate you taking the time to provide feedback to the Association.

The Association works to provide excellent service to our tenants and other customers. During 2019 and 2020 we carried out two rounds of independent Tenant Satisfaction Survey work, following discussions with our Resident and Customer Forum. Following the 2019 survey, the Resident and Customer Forum considered the results and, along with the Management Committee of the Association, agreed an action plan to be implemented.

The 2019 results, in respect of the tenant satisfaction questions contained within the Scottish Social Housing Charter are given in the table below. The table also gives the 2018/19 Scottish averages, which the Scottish Housing Regulator (SHR) collects and publishes, for comparison.

<u>Ind</u>	<u>Scottish Social Housing Charter Measure</u>	<u>Pineview HA - % tenants satisfied 2019</u>	<u>2018/19 Scottish Average¹</u>
1	Satisfaction with Housing Association's overall service	90.20%	90.12%
3	Satisfaction with being kept informed about services and decision	96.40%	91.60%
6	Satisfaction with opportunities to participate in decision making	93.60%	86.48%
9	Satisfaction with quality of home	88.50%	90.79%
16	Satisfaction with repairs service	90.50%	91.66%
17	Satisfaction with Housing Association's contribution to the management of the neighbourhood	90.30%	87.77%
29	Rating of rent as very good or fairly good value for money	83.40%	83.21%

While our results compared well with the Scottish averages they were not quite as good as the results we got in 2016, although largely still better than the 2013 results. However, it is important to recognise that satisfaction was still recorded as high with more than 9 out of 10 tenants satisfied in 5 of the 7 indicators.

The Association has also received higher satisfaction results when we are carrying out ongoing surveys, for example, settling in visit surveys with new tenants; repair satisfaction surveys for all repairs; or in the feedback we get from the Resident and Customer Forum.

The Association, however, takes any drop in satisfaction very seriously and the Resident and Customer Forum and the Management Committee agreed an action plan to address this matter, with a commitment to asking tenants their satisfaction views again during March / April 2020. All tenants were advised of this during December 2019.

Action Plan to Address Satisfaction Concerns:

- Update website with access to information details and will continue to keep the website updated with our news and service developments.
- Continue to promote tenant involvement through the Resident and Customer Forum; the Management Committee; our consultation register; and through ad hoc surveys and consultations.
- Provide regular updates on property improvements that we have carried out.

¹ The 2019/20 ARC results will not be published by the SHR until approximately October 2020.

- Provide all tenants with five year plans of all cyclical maintenance and planned replacement work due to be undertaken at their home, allowing tenants to plan well in advance.
- Encourage tenants to complete repair satisfaction surveys and to let us know of any concerns they have about our service provision.
- Clarify what aspects of neighbourhood service the Association can influence and which are the responsibility of other agencies such as Glasgow City Council, Police Scotland etc.
- Implement our new rent structure from April 2020 following consultation and positive feedback from tenants.
- Develop a Value for Money Statement and consult with tenants on this – the Statement was agreed with the Resident and Customer Forum on 6 December 2019 and was issued to all tenants with the 2020 rent proposal consultation on 10 December 2019.

Following the implementation of this action plan, the Association carried out a further independent tenant satisfaction survey during March/April 2020 to measure the impact of the action plan and to ask tenants what else we could do, if anything, to increase satisfaction. Satisfaction increased between the 2019 and 2020 survey in all but two areas – overall service and repairs.

<u>Ind</u>	<u>Scottish Social Housing Charter Measure</u>	<u>Pineview HA - % tenants very and fairly satisfied 2019</u>	<u>Pineview HA - % tenants very and fairly satisfied for 2020 ARC</u>	<u>2018/19 ARC Scottish Average</u>
1	Satisfaction with Housing Association's overall service	90.20%	87.11%	90.12%
3	Satisfaction with being kept informed about services and decision	96.40%	97.33%	91.60%
6	Satisfaction with opportunities to participate in decision making	93.60%	94.67%	86.48%
9	Satisfaction with quality of home	88.50%	90.22%	90.79%
16	Satisfaction with repairs service	90.50%	98.21%	91.66%
17	Satisfaction with Housing Association's contribution to the management of the neighbourhood	90.30%	92.89%	87.77%
29	Rating of rent as very good or fairly good value for money	83.40%	89.33%	83.21%

The 2020 Covid19 restrictions were implemented one week into our 2020 survey, severely limiting the service and repair delivery that we could provide. This is likely to have affected these results, as these were the areas most affected by the restrictions. We will review these areas again as Covid19 restrictions are lifted and services can return to normal.

Following review, an Action Plan will be put in place to address any areas of concern.