

Background to the Survey

We were commissioned by **Copperworks Housing Association** to carry out their 2015 tenant satisfaction survey. Our team of interviewers undertook the survey of tenants on a face to face basis. A total of 208 interviews were carried out with a sample of Copperworks tenants and owners, 163 with tenants and 45 with owners. This newsletter discusses the findings for tenants unless otherwise stated.

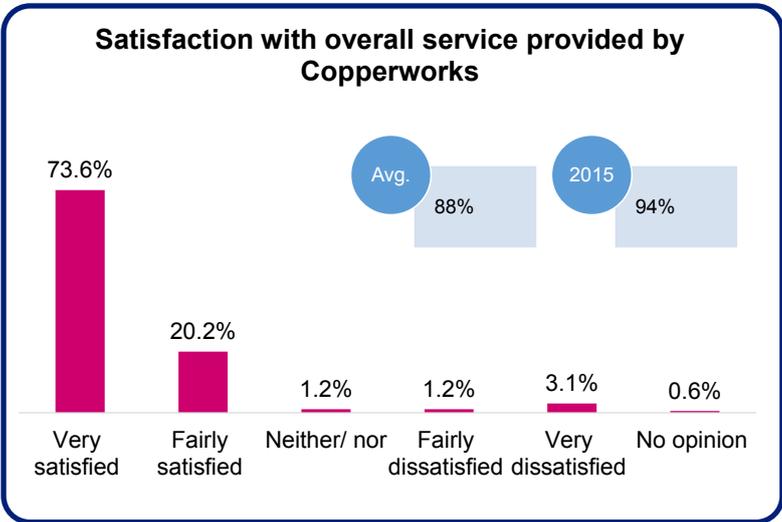
Overall Satisfaction

Overall tenant satisfaction

The survey opened by asking you how satisfied you were with Copperworks as your landlord. Over 9 in 10 of you said you were satisfied in this respect (94%) compared to 4% of you who were dissatisfied. The chart opposite compares overall satisfaction with the Scottish average. Satisfaction with the overall service for Copperworks is higher (94%) than the Scottish average (88%).

Owner satisfaction

Of the 45 owners who were interviewed, 47% were satisfied with the factoring service they received, 22% were neither satisfied nor dissatisfied and 31% were very or fairly dissatisfied.



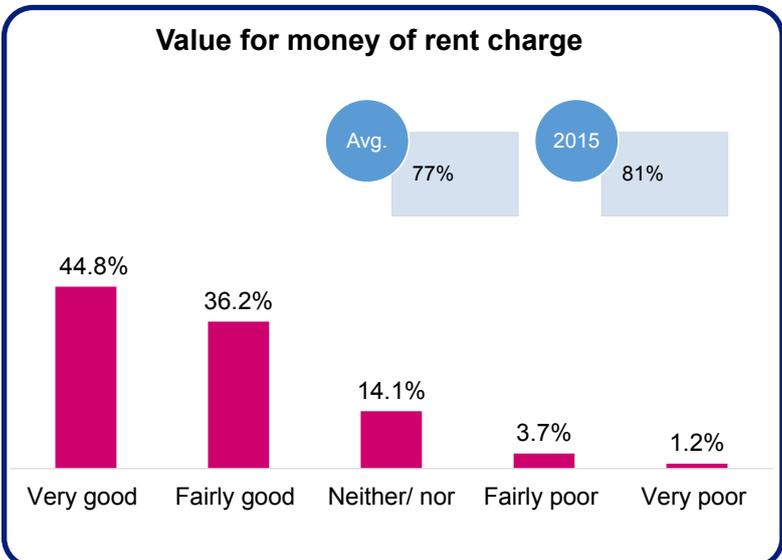
Value for Money

Rent Charge

Over 8 in 10 of you (81%) stated that the rent for your home represented very or fairly good value for money compared to 5% who said it was very or fairly poor value for money and 14% who felt it was neither good nor poor value for money.

The proportion of tenants who said their rent was very or fairly good value for money is higher for Copperworks (81%) than the Scottish average (77%).

All of you said that the method you used to pay your rent was very or fairly convenient.



Customer Care

Overall satisfaction with contact

Almost all of you said you were satisfied with the customer care provided when you have contact with a member of Copperworks staff (98%).

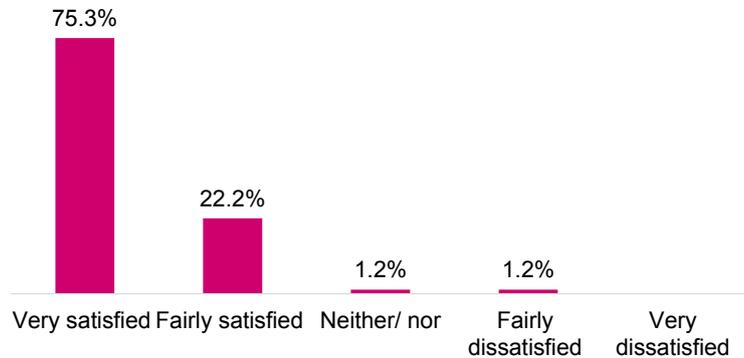
Satisfaction with aspects of customer care

We asked you about the various aspects of the customer care you received when you contacted Copperworks. You told us that you were most satisfied in terms of:

- The member of staff being courteous (100%)
- The member of staff introducing themselves (97%)
- The member of staff being friendly (97%).

On the other hand, you were least satisfied with regards to the member of staff being sensitive to your feelings (80%).

Satisfaction with quality of customer care provided when contacting a member of Copperworks



Satisfaction with information and advice

We asked you to rate how satisfied or dissatisfied you were with various aspects of the information and advice you receive when contacting Copperworks. You told us you were most satisfied with being given accurate information (90%) and least satisfied in terms of the outcome of your enquiry (77%).

Tenants Participation

Participation opportunities

Almost all of you were satisfied with the participation opportunities provided to you by Copperworks to participate in their decision making processes (98%). This is more than the Scottish average (80%).

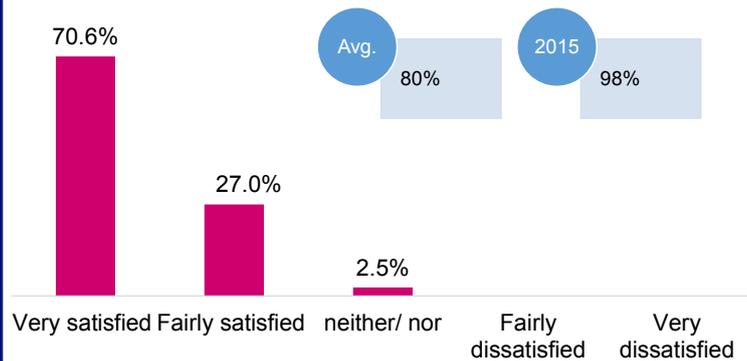
Consultation topics

We asked you about the type of things that you were particularly interested in being consulted on. The vast majority of you (76%) said you were not interested in becoming involved, while a further 22% expressed an interest in being consulted on the planning for longer term upgrading of the home and 7% were interested in issues affecting the wider neighbourhood.

Preferred method of providing your views

The majority of you told us that your preferred method for giving your views was taking part in face to face surveys (60%), followed by postal surveys (21%) and local meetings about issues in the area (12%).

Satisfaction with participation opportunities provided to Copperworks tenants



Committee membership

The vast majority of you (88%) were not interested in becoming a Committee member. Only 4% of you (7 tenants) expressed an interest in becoming a Committee member. Furthermore, 7% of you (12 tenants) said you were already a Committee member.

Repairs Service

Satisfaction with the repairs service

Just over half of you (56%) had repairs carried out to your property within the last year. Of those of you who had repairs undertaken, 92% said you were very or fairly satisfied with the repairs service you received compared to 3% who were dissatisfied and 4% who were neither satisfied nor dissatisfied. Satisfaction with the repairs service is higher than the Scottish average (89%).

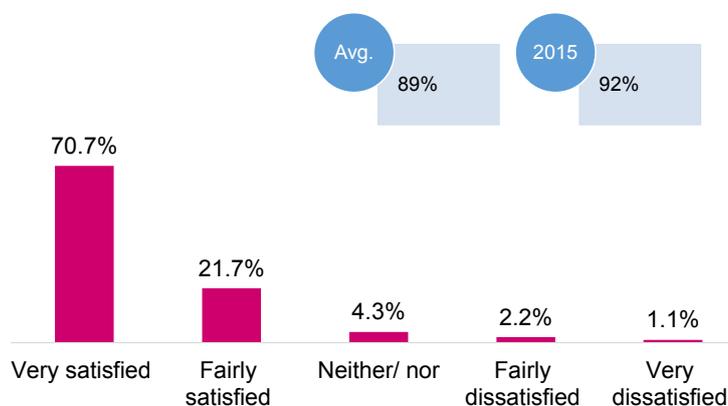
Preferred repairs reporting method

The vast majority of you said you preferred to report repairs to Copperworks by telephone (86%), 13% preferred to make a personal visit to the office and 1% preferred written contact.

Aspects of the repairs service

You told us you were most satisfied with regards to the helpfulness of Copperworks staff involved, the choice of morning or afternoon appointments and the attitude of the tradesman when reporting repairs (all 99% satisfaction). On the other hand, dissatisfaction was highest in terms of the quality of repairs overall (5%).

Satisfaction with the repairs service



Out of hours repairs service

Only 12 of you had reported repairs to Copperworks using the out of hours repairs service and of these individuals, 10 were very or fairly satisfied compared to 2 who were very or fairly dissatisfied with the response they received.

Association Services

Service priorities

We asked you to select from a list of Association services, which you considered to be your top three priorities. You told us that the most important services for you were:

- Providing an effective repairs service (92%)
- Modernising tenants homes to keep them a reasonable standard (83%)
- Keeping rents and charges affordable (42%).

Priorities for improvement

The survey included an open ended response question which asked you what one thing you felt that Copperworks could be doing to improve. 10% of you said you were happy with the existing service, 6% said your landlord was doing their best and 4% said you would like to receive improved communication from your landlord. The vast majority of you (62%) were unable to provide a suggestion to this question.

Environmental and community services

When asked about your awareness of a range of services provided by Copperworks which are aimed at improving the environment and the community you live in, you were most likely to be aware of close cleaning services (83%), back court maintenance (71%), grass cutting service (64%) and the money advice service (61%).

Where you were aware of any of these services, you were asked to rate how satisfied you were with each service. You told us you were most satisfied with the following services:

- Back court maintenance (99%)
- Grass cutting service (99%)
- Tenant Bonus Scheme (97%)

On the other hand, the proportion of dissatisfaction while still very low was highest regarding the estate caretaking service (4%, 3 tenants), back-lands improvements (4%, 4 tenants), the close cleaning service (4%, 5 tenants) and Scotcash (5%, 1 tenant).

The Home & Neighbourhood

Satisfaction with the home

All of you were asked whether you were satisfied or dissatisfied with the quality of your home. This revealed that just under 9 in 10 of you (88%) were very or fairly satisfied in this respect compared to 5% who were dissatisfied and 7% who were neither satisfied nor dissatisfied. Overall satisfaction for Copperworks tenants is marginally higher than the Scottish average (86%).

Home improvement

We then asked you about your top three priorities for improvement to your home. You told us that your top priorities were:

- Bathroom upgrade/ replacement (45%)
- Kitchen (28%).
- Window replacement (22%)

Overall satisfaction with the neighbourhood

Over 9 in 10 of you (92%) were either very or fairly satisfied with your landlord's management of the neighbourhood you live in compared to 8% who were neither satisfied nor dissatisfied. Overall satisfaction is higher than the Scottish average (85%).

Satisfaction with aspects of the neighbourhood

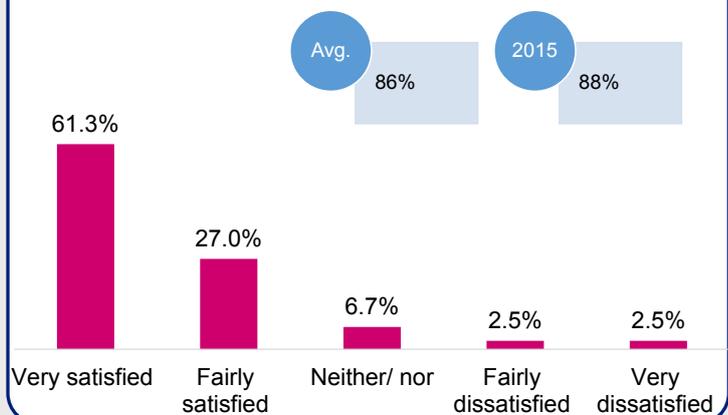
We asked you to rate how satisfied or dissatisfied you were with various aspects of your neighbourhood. You told us you were most satisfied with regards to:

- Feeling of safety during the day (100%)
- Street lighting (96%)
- Road safety (95%)

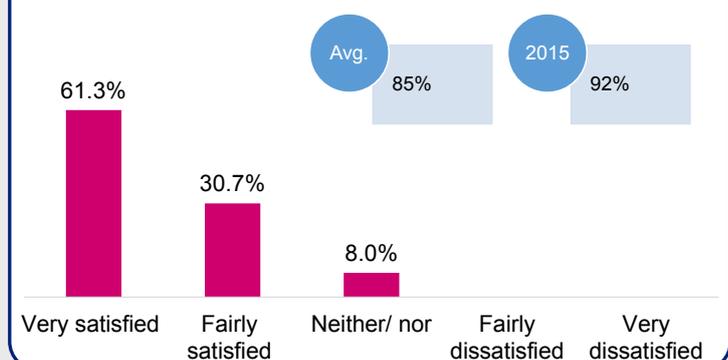
On the other hand, you were least satisfied with:

- Children's play facilities (64%)
- Community facilities (77%)
- Local shops (80%)

Satisfaction with the quality of the home?



Satisfaction with Copperworks' management of the neighbourhood



Neighbourhood problems

The survey included a question which asked you to rate the extent to which you considered various issues to be a serious problem, a minor problem or not a problem. You told us your biggest concerns were:

- Dog fouling (29% stating serious or minor problem)
- Groups of young people hanging around (23%)
- Vandalism (16%)

NEXT STEPS

Thanks to all of you who took part in the survey. The Association is currently in the process of developing an action plan based upon these results and will get back to tenants in due course regarding this. If you require any further information on the survey please contact Research Resource on 0141 641 6410 or email us at info@researchresource.co.uk.