

Background to the Survey

We were commissioned by Copperworks Housing Cooperative to carry out their 2012 tenant satisfaction survey. Our team of interviewers undertook the survey of tenants on a face to face basis, interviewing 162 tenants at their home.

This newsletter provides a summary of the key findings arising from the survey.

Overall Satisfaction

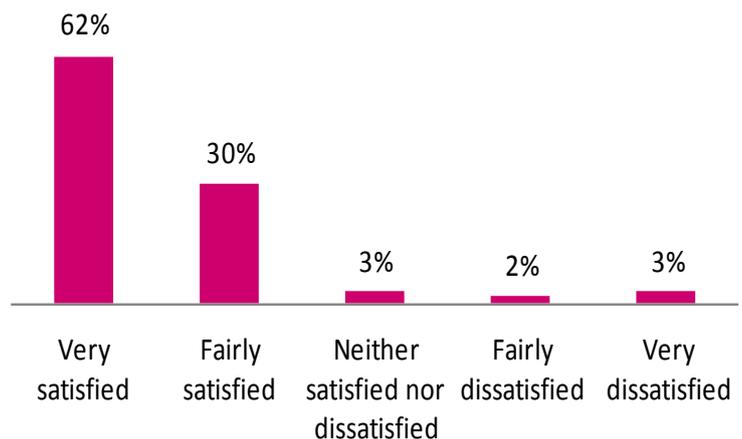
Overall satisfaction

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 (92%) compared to 5% of you who were dissatisfied.

Treating tenants fairly

We asked you how satisfied you were that Copperworks treats you fairly. 92% of you told us that you were either satisfied or very satisfied that you were treated fairly. Only 4% of you felt that Copperworks did not treat you fairly.

Overall, how satisfied are you with Copperworks as a landlord?



Value for Money

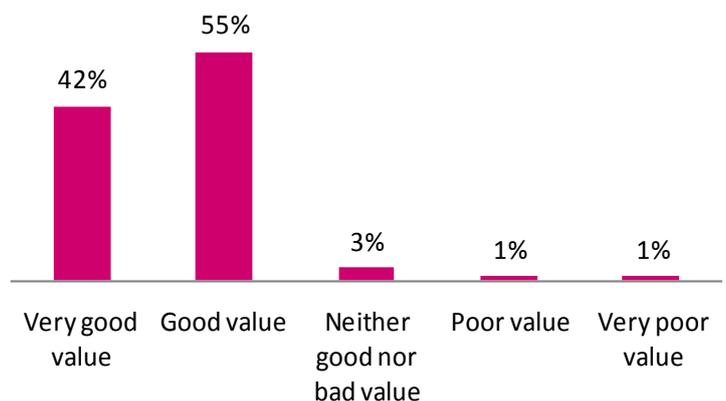
Rent charge

After taking into consideration the services that you receive, more than 9 out of 10 of you told us that you thought that your rent is good value for money (97%), in comparison to only 2% who thought that their rent was poor value.

When we asked you about the method you use to pay your rent all but 1 felt that the method you use to pay your rent was convenient.

Almost all of you (98%) told us that you were satisfied that you had enough information on how your rent charge is calculated.

Do you think that your rent is good value for money?



Customer Service

Overall satisfaction

Almost all of you said you were very satisfied or satisfied with the customer care provided when you have contact with a member of Copperworks staff (95%).

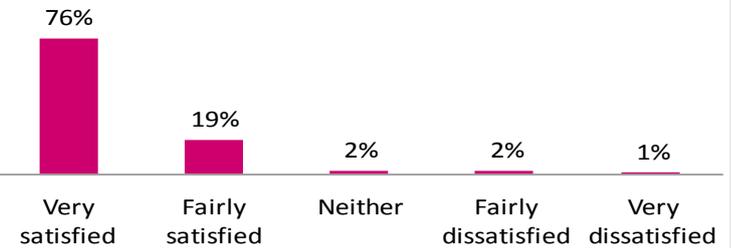
Satisfaction with the member of staff

When we asked you about various aspects of the member of staff you dealt with the last time you contacted Copperworks the percentage of you who were satisfied ranged from 86% who felt that the member of staff was courteous and friendly up to 93% who were satisfied that the member of staff introduced themselves. 87% of you said that the member of staff was helpful, willing to listen, sensitive to your needs and had the knowledge to help you.

Satisfaction with the information

We then asked you about the information you received when you last contacted Copperworks. 83% of you were satisfied that you received accurate, easy to read information and that you got as much information as you needed. However only 80% of you were satisfied that you were kept up to date with the progress of

How satisfied are you with quality of customer care provided overall?



your enquiry. 46% of you told us that you were satisfied with the overall outcome of your enquiry.

Why you contact Copperworks

We asked all of you if you had contacted Copperworks within the last year, other than to report a repair, only 18% of you said yes. To those of you who answered yes, we asked you to provide the reason for contacting Copperworks. The most common reason given to us was 'Making or enquiring about a payment' (24%). In comparison only 2% of you contacted Copperworks to take part in a meeting, discuss benefits or enquire about support to maintain tenancy.

Tenant Participation

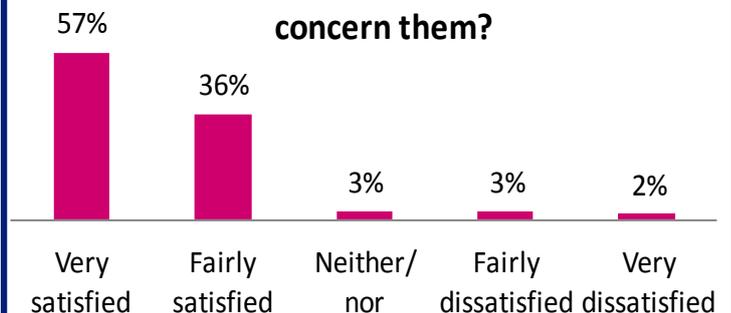
Taking account of tenants views

Over 9 in 10 tenants (93%) said you were very satisfied or satisfied with the Co-operative with regards to taking account of your views compared to only 5% who were dissatisfied or very dissatisfied.

Awareness & participation in tenant activities

When we asked you what you would like to be consulted about 65% of you said that you would not like to be consulted at all. Other than this you said that you would like to be consulted about day to day maintenance and repairs issues and planning for long term upgrades. We also asked you about the level of consultation you would like, 9% said you would not like to be consulted while 75% said that you would like to be consulted about things which affect you.

How satisfied are you that Copperworks takes account of residents views over matters which concern them?



Giving your views

We asked you how you would prefer to give your views. The most common response was by taking part in face to face surveys with 30% of you saying that this is your preferred method.

Repairs service

Satisfaction with repairs service

We asked you how satisfied you were with the repairs service overall. The majority of you (94%) said that you were satisfied with the repairs service, with a large proportion of you being very satisfied with this service (76%).

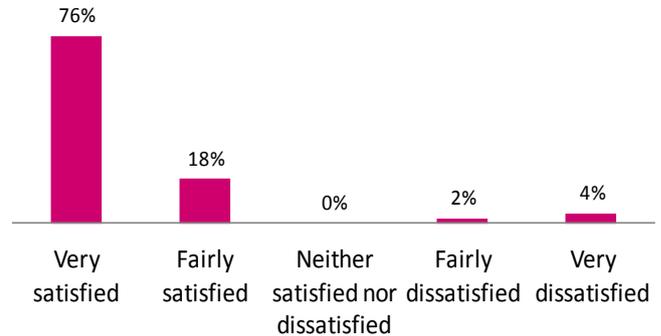
Preferred contact method

We then asked how you would normally report a repair, to which 66% of you said that you preferred to report a repair over the telephone with the only other method of contact being by going to the office. Following this you were asked how easy you found it to report a repair, 91% of you responded that it was very easy to report a repair with the remaining 9% saying that it was fairly easy to report a repair.

Satisfaction with repairs service

When asked about your level of satisfaction with specific aspects of the repairs service your

How satisfied are you overall with the repairs service provided by Copperworks?



responses ranged from 92% of you who were satisfied with the length of time taken to complete the repair to 97% of you who were satisfied that the tradesmen arrived at the appointed time. The other areas of highest satisfaction were with the attitude of the tradesmen (96%), the appointments system (95%) and the helpfulness of the member of staff involved (95%).

Co-operative services

Quality of services

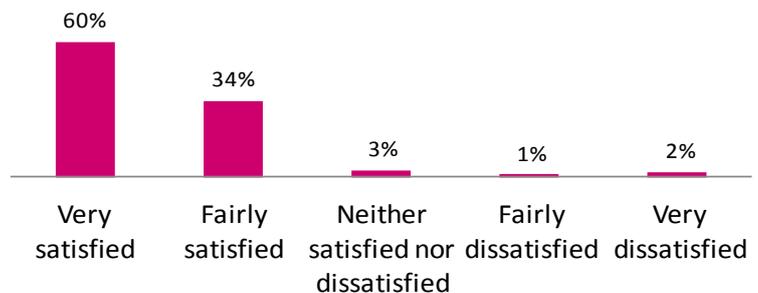
We asked you how satisfied you were with the quality of services you receive from the Co-operative. More than nine in ten of you (94%) said you were very or fairly satisfied in this respect.

Prioritising services

We asked you to choose your top 3 priorities in terms of improvements to landlord services and activities. The two that you felt were most important were providing an effective repairs service (95% of you said that this was a top 3 priority) and modernising your homes to keep them at a reasonable standard, which 83% of you highlighted to be one of your priorities.

The services that were deemed to be less important were dealing with people who don't pay their rent (4%), organising social events or trips (5%) and encouraging more tenants to take an active part in decision making (6%). 3% of you said that you had no priorities for improvements.

How satisfied are you with the quality of services provided by Copperworks overall?



Which of the following landlord activities and services are most important to you.?

	Overall priority
<i>Providing an effective repairs service</i>	95%
<i>Modernising tenants homes</i>	83%
<i>Keeping rents and charges affordable</i>	49%
<i>Telling residents more about what we are doing</i>	23%
<i>Providing support for vulnerable tenants</i>	19%
<i>Providing a money advice service</i>	9%
<i>Doing more to deal with neighbourhood issues</i>	8%
<i>Encouraging more residents to take an active part in its decisions</i>	6%
<i>Organising social events/ trips for residents</i>	5%
<i>Dealing with people who don't pay their rent</i>	4%
<i>None</i>	3%

The Home & Neighbourhood

Satisfaction with the Home

Over 9 in 10 of you (93%) said you were satisfied with the overall design and layout of your home compared to 4% who were dissatisfied.

Home Improvement

We asked you to identify the top three priorities in terms of improving your home. Your top three priorities were:

- Window replacement (40%)
- Bathroom upgrade or replacement (35%)
- Kitchen (30%)

Almost a quarter of you (23%) of you told us that no improvements were needed.

Overall Satisfaction with the Neighbourhood

In terms of the neighbourhood 89% said you thought that your neighbourhood was a very or fairly good place to live in compared to 8% who thought that your neighbourhood was a fairly or very bad place to live.

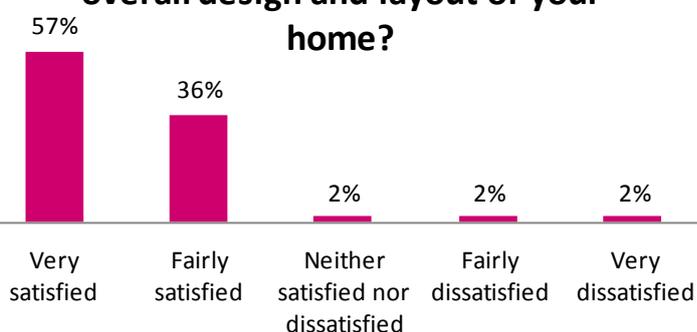
Satisfaction with Neighbourhood Aspects

We asked you about your satisfaction with various aspects of the neighbourhood. You said you were most satisfied with your feeling of safety during the day (97%), the maintenance of common areas (94%) and street lighting (94%). On the other hand satisfaction was lowest in relation to car parking facilities (60%) and children's play areas (36%).

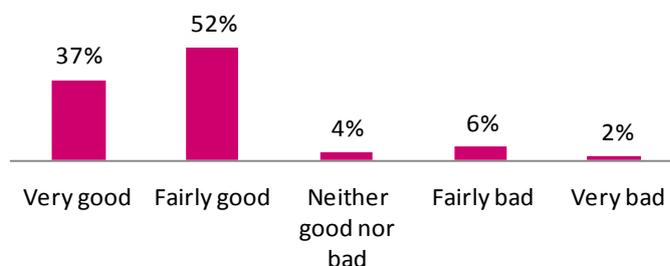
Neighbourhood Problems

You told us that the biggest problems in your neighbourhood were dog fouling, followed by littering, groups of young people, anti-social behaviour and drug or alcohol abuse.

How satisfied are you with the overall design and layout of your home?



Turning now to the neighbourhood you live in, what do you think of it as a place to live?



How satisfied are you with the following aspects of your neighbourhood?

	Satisfied	Neither nor	Dissatisfied
Your feeling of safety during the day	97%	1%	2%
The maintenance of common areas	94%	4%	2%
Street lighting	94%	4%	2%
Road safety	87%	8%	5%
Your feeling of safety at night	84%	8%	7%
Community facilities	72%	22%	7%
Local shops	67%	17%	16%
Car parking facilities	60%	32%	7%
Children's play facilities	36%	39%	25%

NEXT STEPS

Thanks to all of you who took part in the survey. The Co-operative 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.