



Tenant Satisfaction Survey 2018

Thank you to everybody who responded to our tenant satisfaction survey. Overall we received 299 responses which is over 41% of our tenants. At the end of the survey there was a section for people to make any additional comments about our housing service.

We will write back to everyone who had a specific query and agreeing any actions that need to be taken.

We are pleased with the level of satisfaction for most questions and we will continue to look at new ways to deliver a high quality housing service.

Overall Satisfaction

Our overall satisfaction level has dipped from 93% in 2014. Although this is still a high level of satisfaction we are looking at all the specific comments made and where we can possibly make improvements in our housing service. If you feel that part of the service we have delivered is not to standard then please get in touch with your Housing Officer.



89.7%

satisfied with the overall housing service

2

Management of our Properties



This year you are happier with how we manage neighbourhoods with the figure rising to 89.4% from 83.3% in 2016. Our Housing Officers are always working hard to ensure everybody is happy in their homes and their surrounding neighbourhoods. We will have a further breakdown on anti-social behaviour in our [Charter Report](#) this October.

Satisfaction with the quality of our homes has remained at the high of 95.5%. Over the last few years we have worked hard to meet the SHQS and [EESSH](#) standards which we hope is reflected in your homes.

There is a drop in satisfaction with opportunities to participate in our decision making. This has dropped a few percent from 77.3% to 75.2%. We are hoping to consult with you this year over the decisions you would want a say in and how you would like to be involved (see facing page for details of how to get involved).

We are starting to look at forming smaller focus groups to talk about specific topics in addition to the [My Home Group](#) and our standard consultations. We look forward to to hearing you views on this.

Communication

It is important to us that you are happy with the level of communication from us and that we are keeping you up-to-date with decisions.

This year there is a drop in satisfaction; from 89.6% to 84.9%. We are concerned about this drop and are looking at different options for communicating with you.

We are also hoping to consult with interested tenants about which services and decisions are most important to you. We also be looking into which ways are best to keep you up-to-date.

If you would like to be part of the consultation then please get in touch by calling Gillian on 0141 342 1815 or emailing athome@key.org.uk. You can also register interest on our website through the '[Consultations & Surveys](#)' section of our website: www.key.org.uk/key-housing.



We also asked a range of additional questions about how we answered your call was dealt with.

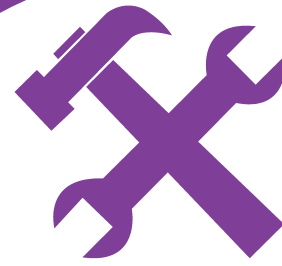


Repairs

We are delighted that you are happy with the repairs service we provide.

Although this is a high level of satisfaction it is a drop from our result of 96.8% last year. We are still better than the Scottish Average of 90.58%.

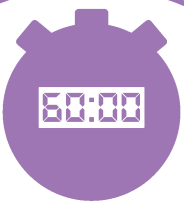
You can find out more about how we performed through the year in our upcoming Charter Report in October.



93.2%

satisfaction with our
repairs service

We also asked some more in depth questions about the repairs.



93.6%

satisfaction with our
speed of response



95%

satisfaction with the
quality of the repair



96.8%

satisfaction with the
attitude of contractors

Although satisfaction with the speed of repair dropped (from 98.03% in 2017), as well as satisfaction with the quality of the repair (from 97.62% in 2017), we are still happy with the level of satisfaction with our repairs service. Satisfaction with our contractors has remained at the same high level.

One of the ways we monitor our repairs service is through your feedback. We look for this throughout the year; not just during our surveys. You can let us know of any comments or issues you have with a repair by completing the feedback form at the bottom of the repair order we send out for each repair. You can also call us on 0141 342 1820 or contact us on the [contact form](#) on our website with any feedback.



Common Areas

The satisfaction with our gardening service has remained at the same level since our Repairs Survey in 2017. We are continuously reviewing the garden maintenance contractors we use and we welcome all feedback around this service.

The satisfaction with the decoration with our windows, doors, fences and exterior walls has dropped slightly since last year. Every year we review the items that need redecorated rather than sticking to a fixed schedule.

Satisfaction with the decoration of our common hallways has gone down this year; from 81% to 78.4%. We have a lot of decoration in our [Planned Replacements Programme](#) for this year and will be in touch with tenants in affected areas.

The satisfaction with the cleanliness of the common has dropped from 84.65%, in 2016, to 80.4% this year. We are always looking into areas where a staircleaning service would benefit tenants and areas that prefer to do their own close cleaning. If you have any concerns about your area please speak to your Housing Officer.

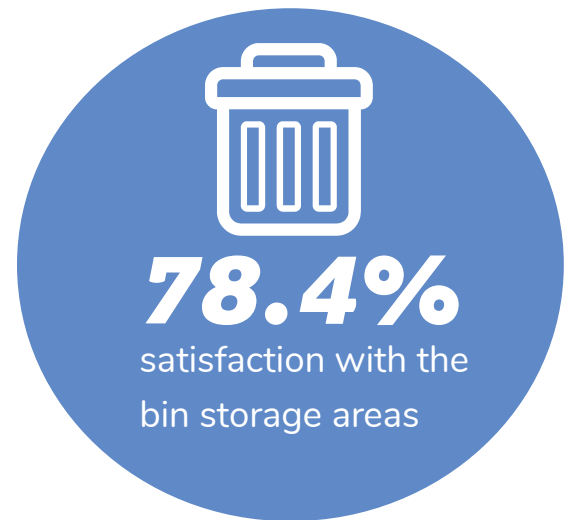


Bin Areas

This year we added some questions about the bin storage areas. 78.4% of tenants were happy with these areas. We got a fantastic amount of feedback about specific areas and are in the process of getting back in touch with everybody who had concerns. We have planned several additional works to bin storage areas for 2018/19 and will continue to look at this in the next few years.

We also asked about the satisfaction with your bin service. Although we cannot do anything directly about your service, as this is organised by your local council, we can advise of special services that you can approach the council about.

If you are unsure about collection dates, these are normally available on your local authority website.



We received a lot of written feedback which we worked our way through and we are responding to the last few queries from it. Thank you to everybody who took the time to respond; this feedback is greatly appreciated.

If you have any queries about these results, or there's something you forgot to note on your survey, please call Housing on 0141 342 1810 or email hello@key.org.uk.

You can also find out more about Key Housing on our website:
www.key.org.uk/key-housing.

Key Housing
70 Renton Street
Glasgow G4 0HT

Telephone: 0141 342 1890

Email: hello@key.org.uk

www.key.org.uk/key-housing

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