



# ***Maintenance & Repairs Survey 2018***

Thank you to everybody who responded to our Maintenance and Repairs Survey last October. We received 284 responses which is over 39% of our tenants.

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

Below is a breakdown of the results and any action we will be taking over the coming year.



## **Satisfaction with Repairs Service**

We are pleased that 95.5% of you are happy with our repairs service. This is an improvement of our previous survey, 93.2%, and is significantly better than the Scottish Average of 90.58%.

We continue to monitor our repairs service through your feedback. We look for this throughout the year; not just during our surveys.

We asked some additional questions about your experience with the repairs service you received.

**96.7%**

of tenants were satisfied with the overall quality of the repair once complete.

**99%**

of tenants were satisfied with the attitude of contractors who carried out the repairs.

**96.3%**

of tenants were satisfied with the speed of response to their repair request.

We are delighted with these results, which have all improved since our last survey, and strive to continue providing a high quality repairs service. We work hard to ensure that our contractors not only work to a high standard but also have a good attitude towards tenants. If you have any comments or issues with a repair you can call us on 0141 342 1820, email [repairs@key.org.uk](mailto:repairs@key.org.uk) or by completing the feedback form at the bottom of the repair order we send out for each repair.

## Garden Maintenance

**How Satisfied are you with the garden maintenance service provided by Key?**

This has remained the same as last years satisfaction level of 78%. Although tenants have remained just as satisfied, we are always looking at ways to provide a value for money gardening service across our developments.

We have looked into individual queries about specific gardening services and will work towards improving these in any way we can.

Our gardening programme will begin again in April and run until September.

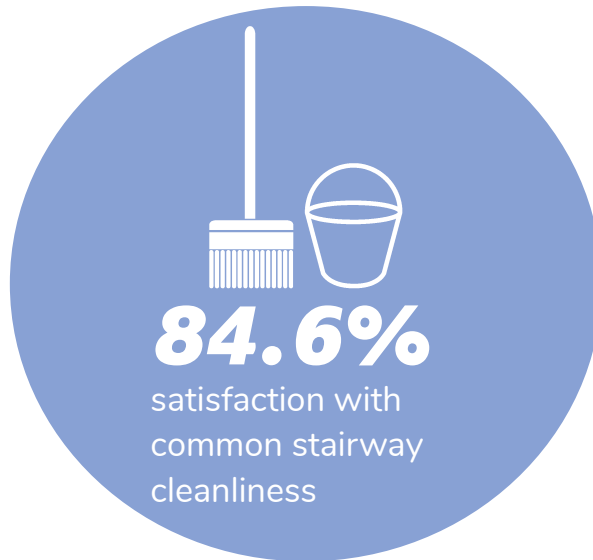


## Communal Areas

Your satisfaction with the decoration of our windows, doors, fences and exterior walls has increased 7% this year to 86.3%. We will continue to carry out an annual review of the items that need redecorated, rather than sticking to a fixed schedule. This allows us to be more flexible when planning required work every year.

Satisfaction with the cleanliness of our common hallways has jumped up again from 80.3% to 84.6% this survey. We are still looking into areas where tenants would benefit from a stair cleaning service and put a new service into one of our developments this year. We will always consult with tenants before we add any additional services.

Satisfaction with the decoration of our common hallways has gone down slightly this survey; from 78.4% to 76.9%. We have a lot of decoration in our Planned Replacements Programme for this year and will be in touch with tenants in affected areas.



If you have any questions about a particular repair then you call Repairs on 0141 342 1820 or if you would like to find out more about the service we provide you can look at the [Maintenance & Repairs](#) section on our website.