

Resident Satisfaction Survey 2006

Summary of Findings from GPHC Resident Satisfaction Survey 2006

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Garrion People's Housing Co-operative
3 Heathfield
Wishaw
ML2 0LY

Tel 01698 360740
Fax 01698 375321

Background to Survey

Research Resource were commissioned by Garrion People's Housing Co-operative to undertake a survey of tenants to provide tenants the opportunity to feed back to the Co-operative the extent to which they are meeting their service aims. The survey asked tenants to express their views and opinions on the services they receive, the home and their neighbourhood.

A total of 119 completed interviews were achieved through the survey process on a face to face basis, representing 60% of the Co-operative's tenants. This newsletter provides a brief summary of the key findings from the 2006 Tenant Satisfaction Survey.

THE CO-OPERATIVE

Keeping Tenants Informed

- 92% of respondents felt the Co-operative is either 'good' or 'very good' at keeping them informed.

How good do you think the Co-operative is at keeping you informed about its activities and services?



Taking Account of Tenants Views

- In terms of taking account of tenants views over matters which concern them, two thirds of tenants (66%) feel the Co-operative is 'very good' or 'good' in this respect compared to 21% stating 'bad' or 'very bad'.

Information Sources

- Communication sources residents currently use to obtain information about the Co-operative and its services include visiting the Co-operative's office (63%) or telephoning the office (56%)

Association's Newsletter

- 9 out of 10 respondents read the Co-operative's newsletter (90%)
- Respondents were asked to rate the newsletter in terms of a number of aspects. The results are shown in the table below:

Do you find the newsletter...

Aspect	% stating 'yes'
Easy to read	81%
Interesting	81%
Relevant to your needs	80%

Overall Control of the Co-operative

- The majority of respondents were aware the Co-operative is controlled by a management committee elected by members (53%). 3% of tenants thought the Co-operative was controlled by the Co-operative's staff and 44% were unsure.

Satisfaction with the Co-operative as a Landlord

- Overall satisfaction with the Co-operative as a landlord is high with 81% of residents being either 'very' or 'fairly satisfied' compared to only 9% (11 individuals) who are 'fairly' or 'very dissatisfied'.

CONTACT WITH THE CO-OPERATIVE

Contact with Co-operative's Office

- 99% of respondents have visited the Co-operative's office which amounts to 118 respondents.
- Of these respondents 89% consider the opening hours as being convenient compared to 9% (11 respondents) who consider the hours inconvenient.

Reason For Contacting The Co-operative

- The majority of respondents have done so to report a repair (57%).

Method of Reporting a Repair

- Those who have contacted the Co-operative were asked to state how they contact the Co-operative. 53% of tenants make personal visits to the Co-operative's office
- 41% choose to contact the office by telephone. Only 4% make other contact with staff while the remaining 2 individuals contact the Co-operative by letter or email.

ANTI-SOCIAL COMPLAINT

Experience of Anti-Social Complaints

- 35% of respondents stated they have experienced a problem with anti-social neighbours in the last 2 years.
- Of these 42 respondents, 13 stated they currently have a problem with anti-social neighbours.

Nature of Complaint

- The majority of complaints were with regards to noisy neighbours (30 respondents) or problems with loud music (10 respondents).
- Other significant issues raised with reference to loud music, drug or alcohol issues pr rubbish left lying around.

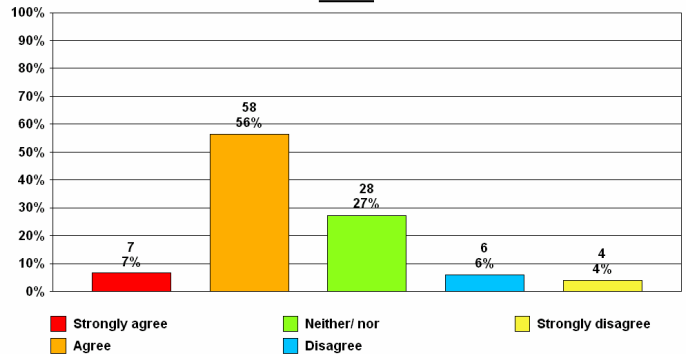
Reporting Anti-Social Complaints

- 18 out of 42 respondents have reported this problem to GPHC.
- When asked to rate their satisfaction, 11 respon-

Listening to Tenants Views

- The chart below shows that 63% of respondents 'agree' or 'strongly agree' that the Co-operative genuinely listens to their views.
- This is compared to 10% of respondents who disagree with this statement

To what extent do you agree that the Co-operative will genuinely listen to your views?



GETTING INVOLVED WITH THE CO-OPERATIVE

Decision and Policy Making

- 65% of respondents are aware they could get involved in the decision and policy making of the Co-operative.

Preferred Level of Involvement

- Almost 9 in 10 respondents (89%) are 'happy just to be kept informed' about the Co-operative's work.
- 10% would like to 'have their say before decisions are taken' and 8% would like to be one of the people making the decisions
- The remaining 6 respondents were unsure of their preferred level of involvement in the Co-operative's decision making.

Committee Membership

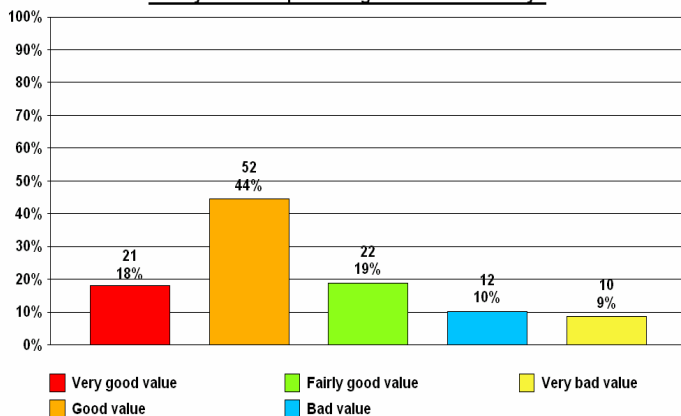
- Just under 9 in 10 respondents (86%) are aware that they could become a committee member of the Co-operative.
- 10% (12 respondents) would be interested in becoming a committee member of Garrion People's Housing Co-operative.

Regeneration Steering Groups Participation

- Respondents were asked whether or not they would be interested in participating in the Regeneration Steering Groups for new build properties which would involve decision making for community planning in the local area.

YOUR RENT

Taking account of your house and the services you receive, to what extent do you think your rent represents good value for money?



Rent Payment Method

- In terms of rent payment method, 43% of tenants receive full housing benefit, 23% pay their rent by standing order, 14% by swipe card at pay point and 12% by post office giro book.

Value for Money Of Rent Charge

- Respondents were asked taking account of their home and the services they receive from the Co-operative, to what extent do they consider their rent represents value for money. 62% of respondents felt their rent represents 'very good value' or 'good value' compared to 19% of respondents who feel their rent represents 'very bad value' or 'bad value' (6 individuals).

THE HOME

Length of Stay in Home

- Half of respondents have lived in their current home between 1-5 years (50%) and 32% between 6 -10 years.

Overall Satisfaction with Home

- 84% of respondents are 'very' or 'fairly satisfied' with their home compared to only 6% who are dissatisfied.

Satisfaction with Component Elements

- Satisfaction with component elements of the home are highest with regards to:
 - ⇒ Size of rooms (85% very/fairly satisfied)
 - ⇒ The kitchen (83%)
- Dissatisfaction however, is highest in terms of:
 - ⇒ Amount of storage (39% very/fairly dissatisfied)
 - ⇒ Heating system (33%)

FUTURE HOUSING INTENTIONS

Future Housing intentions

- In terms of respondents future aspirations, the majority of respondents are happy with their current housing situation (36%).
- 3 in 10 respondents stated they hope to apply for transfer in the next 5 years (30%) and a further 10% intend to move away from the area.

Reasons for Moving

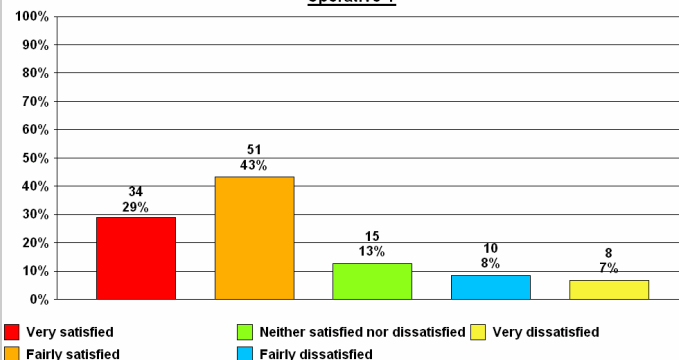
- Those who will be seeking a move in the next 5 years, were asked to define the main factors they will be taking into consideration. The majority of respondents stated the main factors they will take into account when requesting a move are:
 - ⇒ property with garden/ larger garden (59%)
 - ⇒ home with a front & back door (59%).

QUALITY OF SERVICES WE PROVIDE

Quality of Services

- Over 7 in 10 respondents are satisfied with the quality of services provided by the Co-operative (72%)
- This is compared to 15% (18 individuals) who are dissatisfied in this respect.
- The full breakdown of this question is shown in the chart opposite

Q43 Overall, how satisfied are you with the quality of services provided by the Co-operative ?

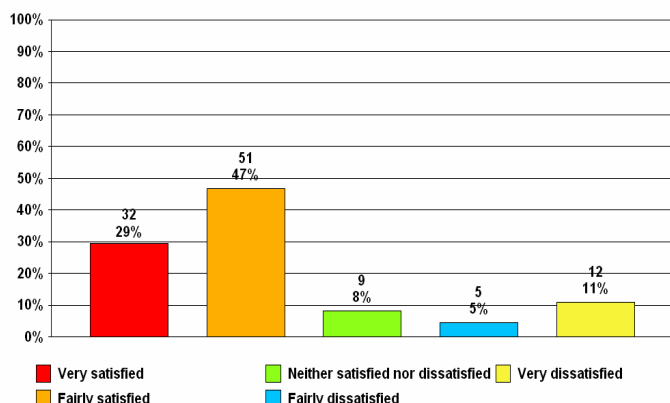


THE REPAIRS SERVICE

Overall Satisfaction

- 76% of respondents are 'very' or 'fairly satisfied' with the repairs service provided by the Co-operative. On the other hand 16% of respondents

How satisfied are you with the repairs service provided by the Co-operative?



Nature of Repair

- 76% of respondents have reported a repair in the past 12 months. Of these respondent the majority have reported repairs by telephone (56%) or at the co-operative's office (41%).

Satisfaction with Aspects of Repairs Service

- Those who have reported a repair in the last 12 months stated they were most satisfied with:
 - ⇒ Attitude of tradesmen (88% satisfied)
 - ⇒ Helpfulness of staff involved(83%)
- Dissatisfaction levels are highest in terms of:
 - ⇒ Speed of repairs (28% dissatisfied)
 - ⇒ Quality of repairs (12%)

Ease of Reporting a Repair

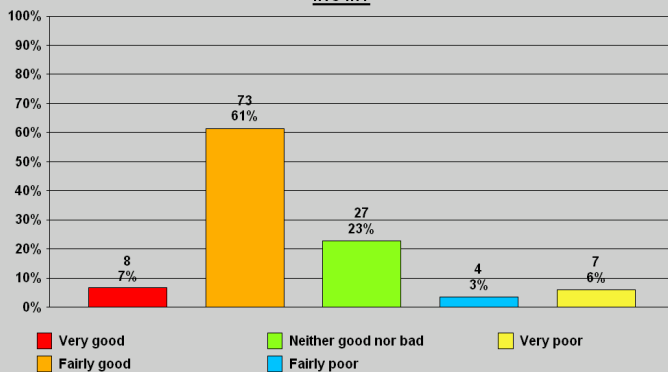
- 99% of respondents find it easy to report a repair.

SATISFACTION WITH THE NEIGHBOURHOOD

Overall Satisfaction with the Neighbourhood

- Almost 7 in 10 respondents, 68%, consider the area as being a 'very good' or 'good' place to live

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



Satisfaction with Various Aspects of the Neighbourhood

- Overall, in terms of satisfaction with various aspects of the local neighbourhood, respondents are most likely to be satisfied with:
 - ⇒ Street lighting (82% very/ fairly satisfied)
 - ⇒ Neighbours (80%)
 - ⇒ Feeling of safety (79%)
- However, dissatisfaction is highest with the following neighbourhood aspects:
 - ⇒ Children's play facilities (59% very or fairly dissatisfied)
 - ⇒ CCTV (26%)
 - ⇒ The maintenance of common areas (24%)

NEIGHBOURHOOD PRIORITIES

Top 3 Priorities for the Neighbourhood

- Respondents were asked to state their 3 most important issues in their neighbourhood. The 3 most significant issues according to respondents are:
 - ⇒ Children causing problems in the neighbourhood (97% considering this a top, second or third priority)
 - ⇒ Dog fouling (75%)
 - ⇒ Vandalism and graffiti (72%)

Thank you very much for your time and participation in the survey, your views are very important to Garrion People's Housing Co-operative



researchresource

25 Main Street, Cambuslang
G72 7EX

Tel: 0141 641 6410

Fax: 0870 125 8472

Email: info@researchresource.co.uk