

Tenant Satisfaction Survey 2009

Summary of Findings from POLHA 2009 Residents Survey

September 2009

This newsletter discussed the findings of Port of Leith Housing Association's Tenant Satisfaction Survey. The Association commissioned **researchresource** to undertake their 2009 Survey aimed at addressing the following objectives:

- To assess general satisfaction with the Association's housing management service including sheltered housing service, with the repairs and maintenance service and the reception and phone enquiry service.
- To assess satisfaction with homes and neighbourhood.
- To assess awareness and knowledge of tenant involvement and how people would be keen to participate.
- Assess awareness of the community initiatives the Association is involved with and highlight gaps in community services being experienced.
- To assess the key social and economic characteristics of tenants.

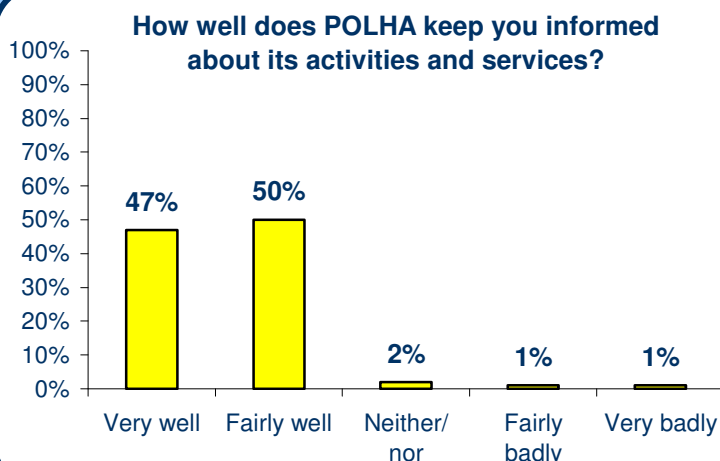
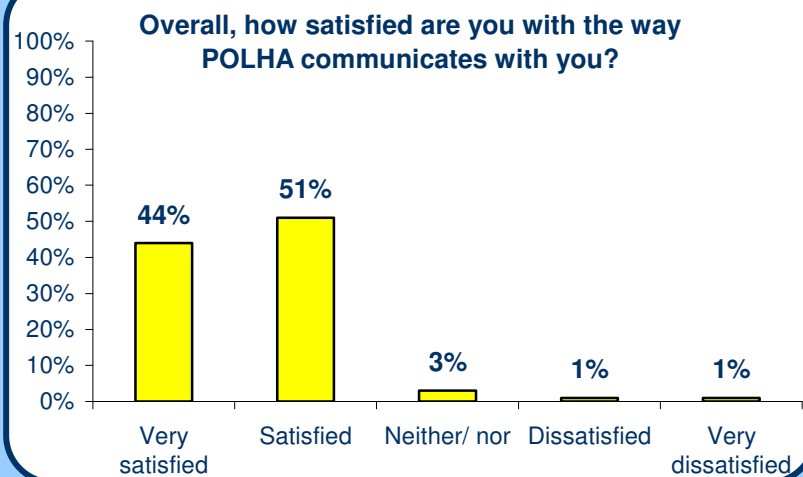
All interviews were undertaken by Research Resource's highly trained and experienced field force utilising a quantitative survey questionnaire. A total of 800 interviews utilising two separate questionnaires which were undertaken with Port of Leith Mainstream Tenants (759) and Sheltered tenants (41).

Information and Communication

Satisfaction with Communication

The survey opened by asking respondents how satisfied they were with the way POLHA communicates with them. 95% of respondents stated they were very satisfied or satisfied in this respect compared to just 2% who were dissatisfied or very dissatisfied, amounting to 16 individuals.

Satisfaction with the way POLHA communicates with tenants has increased by 5% upon the figure reported in POLHA's 2001 Tenant Satisfaction Survey (90%).



Keeping Tenants Informed

In terms of keeping tenants informed about POLHA activities and services, satisfaction is very high with 97% of tenants stating the Association does this very or fairly well compared to just 2% who felt the Association keeps them fairly or very badly informed.

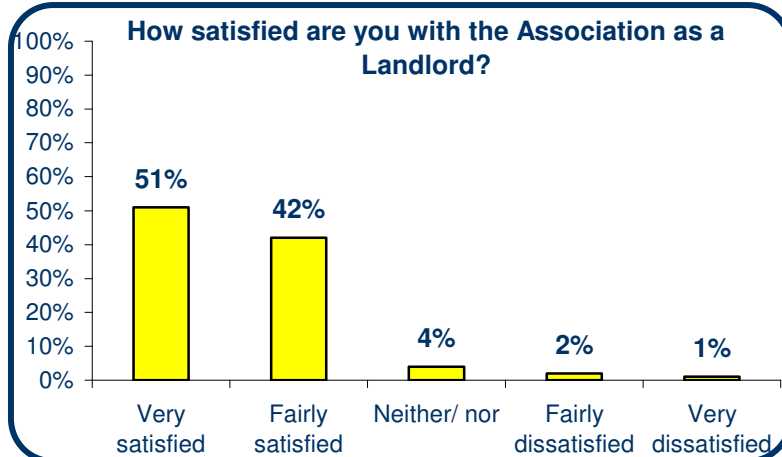
Again, tenant opinion has improved in this respect with 5% more tenants stating POLHA keeps them well informed than was the case in 2001 (92%).

Satisfaction with Association as a Landlord

Overall Satisfaction

Satisfaction with the Association as a landlord is very high with 93% of tenants stating they are very or fairly satisfied compared to 3% who stated they were dissatisfied (26 respondents).

Comparison with the 2001 survey indicates that satisfaction has increased by 1% from 92% in 2001 to 93% in 2009.



Tenant Participation

Awareness

Tenants were most aware of Association Membership (75%) and public meetings (73%).

Participation

With regards to participation levels, 33% stated they have completed occasional surveys on behalf of the Association and 9% have attended public meetings.

Interest

78% of respondents stated they would not be interested in participating in any tenant related activity. The main reasons for this was largely due to a lack of interest (43%), due to health or disability issues (19%) or because of work commitments (18%).

Preferred Level of Consultation

- 19% would like to be consulted about all changes made within the Association;
- 54% would like to be consulted only about the changes which are important to them;
- 26% would prefer not be consulted about changes.

Customer Contact

Ease of Contact

96% of tenants find it very or fairly convenient to contact the Association's.

Opening Hours

With regards to revised opening hours over 8 in 10 tenants (81%) stated they are happy with the opening hours of the Association's offices as they are.

Locally Based Association

96% of respondents felt it was very or fairly important for POLHA to remain locally based, providing housing for the people of Leith and surrounding areas.

Customer Care

Tenants were asked about the customer care provided when they contact the Association either by phone, in writing or in person. Satisfaction levels for each contact method is as follows:

- Telephone service (98%)
- Office Visit (98%)
- Speaking to member of staff on estate/at home (86%)
- Email (81%)/ In writing (letters) (73%)

Rent and Heating Expenditure

Rent

56% of respondents receive full housing benefit and an additional 9% receive partial housing benefit.

84% of tenants who pay their rent stated their rent represents very good or good value for money compared to 5% who feel their rent represents bad or very bad value for money. 71% of respondents stated they find their rent payments affordable.

Heating

The vast majority of respondents heat their home with gas (84%). 16% heat their home with electricity.

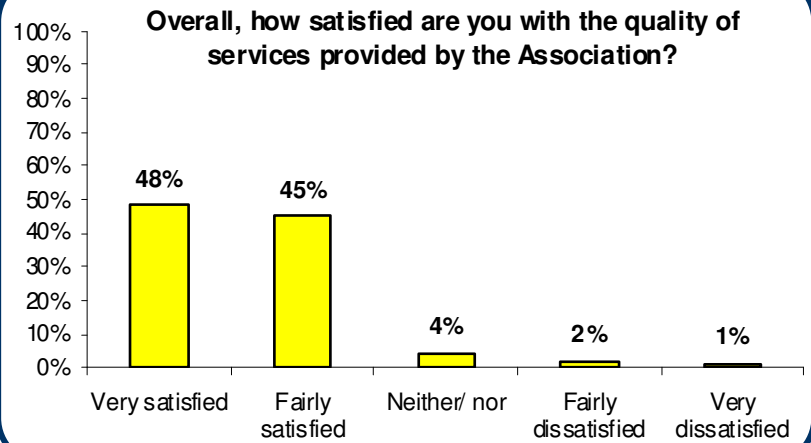
With regards to affordability of heating costs, over half of respondents find it easy to heat their home to a comfortable level in the winter months (52%), followed by 36% who find it just about affordable and 13% who find it difficult.

Quality of Association Services

Quality of Services

93% of respondents are satisfied with the quality of services provided by the Association compared to 3% who are dissatisfied.

Satisfaction levels have improved by 3% rising from 90% in 2001 to 93% in 2009.



Repairs Service

Reporting Method

46% of respondents have reported a repair to the Association in the last 12 months. The majority of these individuals reported their repair by telephone (87%), followed by 11% who report repairs at the office

Ease of Reporting

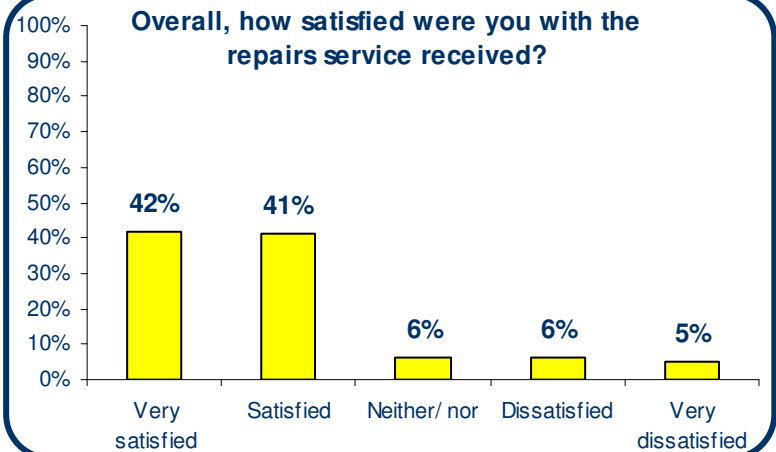
Almost all respondents who have reported a repair in the last 12 months find it very or fairly easy to report a repair to the Association (97%).

Nature of Repair

With regards to the nature of the repair, the majority of respondents stated the repair was a plumbing repair (43%). Other repairs reported to the Association were regarding heating systems (23%), joinery (15%), or electrical repairs (8%).

Overall Satisfaction

83% of respondents stated they were satisfied with the service received compared to 11% who were dissatisfied in this respect.



Satisfaction with Aspects of Repairs Service

Satisfaction with various aspects of the repairs service identified that respondents were happiest with:

- The helpfulness of the staff involved (95% satisfied)
- The system for arranging repairs (91%)
- The tradesmen arriving on time (91%)

Dissatisfaction levels were highest with regards to:

- The length of time taken to undertake repairs (10%)
- Quality of repairs undertaken (9%)

The Home

Satisfaction with the Home

Satisfaction with the home is high with 96% of respondents being very or fairly satisfied with the overall design and layout compared to just 3% who were dissatisfied.

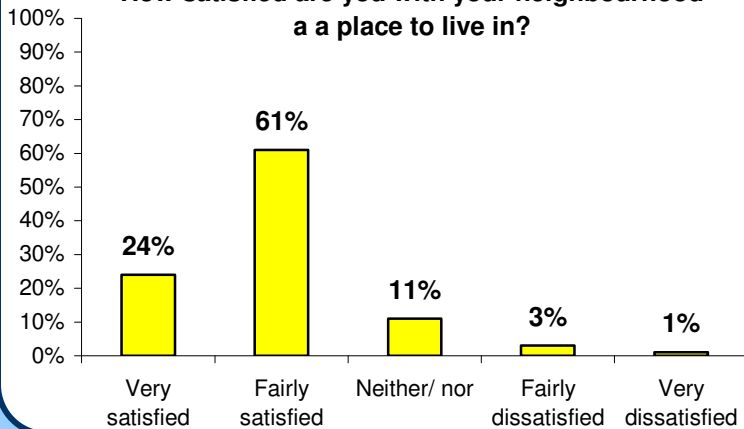
Moves and Transfers

17% of respondents (130 individuals) stated they want to move from their current home.

The main reasons for wanting to move are where the respondent would like to move to a different size house, different location or different house type.

The Neighbourhood

How satisfied are you with your neighbourhood a place to live in?



Overall Satisfaction

85% of respondents overall find their neighbourhood a very good or good place to live compared to 4% who consider their neighbourhood poor or very poor.

Satisfaction with Neighbourhood Services

Satisfaction levels are highest in terms of the provision of adequate shopping areas (99%) and public transport (98%) and lowest in terms of facilities for teenagers (62%) and rubbish collection services (70%).

Neighbourhood Problems

The three most significant neighbourhood problems cited by tenants are regarding rubbish or litter; crime or fear of crime; and anti-social behaviour.

Sheltered Tenants

Contact with the Warden

A total of 41 interviews were undertaken with Port of Leith Sheltered Tenants. The majority of those interviewed (35) stated they contact their warden every day.

Satisfaction with Warden Service

All respondents who have contact with their warden are satisfied with the service they provide and find their warden helpful, friendly, efficient easy to contact, quick to respond, do a good job and empathise with their situation.

Suitability of Housing

All respondents stated that their current housing meets their needs very well (26) or fairly well (15).

Information Provision

All but one tenant felt they had enough information about the hours their warden works, the types of support that their warden does and does not provide and how to access support out of hours.

Communal Alarm System

8 individuals stated they have used the communal alarm service in the last year, 6 who were satisfied with the service and 2 who were dissatisfied.

Disabilities

In terms of long term illnesses or disabilities, 31 out of the 41 respondents stated they had some form of disability which limits their daily activities. The majority of respondents stated the nature of this problem was regarding mobility (24).

What Next?

We are very happy that 93% of you are satisfied overall with us as your landlord but there is always room for improvement.

We will draw up an Action Plan based on what you have told us in the survey. This will set out a number of activities which we will carry out in the coming months, with the aim of improving our services.

We will report back in future editions of Portcall on the action we have taken to further improve our service to you.

Thank you very much for your participation in the survey.
Your views are very important to POLHA



Contact Us:

Port of Leith Housing Association Ltd
108 Constitution Street
Leith, Edinburgh
EH6 6AZ



0131 554 0403



info@polha.co.uk