

Resident Satisfaction Survey 2006

Summary of Findings from Forgewood HC Resident Satisfaction Survey 2006

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Background to Survey

Research Resource were commissioned by Forgewood 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.

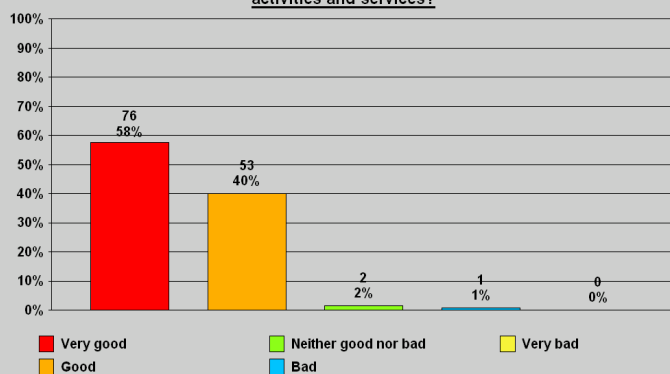
A total of 133 completed interviews were achieved through the survey process on a face to face basis, representing 61% of the Co-operative's tenants. This newsletter provides a brief summary of the key findings from the 2006 Tenant Satisfaction Survey.

THE CO-OPERATIVE

Keeping Tenants Informed

- 98% 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, 86% of respondents felt the Co-operative was 'very good' or 'good'

Information Sources

- The majority of respondents use written communications to obtain information about the Co-operative and its services. 91% of respondents are happy with the amount of information they receive about the Co-operative compared to 8% who were unhappy and 1% who were unsure.

Association's Newsletter

- 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	95%
Interesting	75%
Relevant to your needs	81%

Overall Control of the Co-operative

- The majority of respondents feel the Co-operative's staff has overall control of the Co-operative (36%).
- This is compared to just 3 in 10 (29%) who were aware the Co-operative is controlled by a management committee.

Satisfaction with the Co-operative as a Landlord

- Overall satisfaction with the Co-operative as a landlord is high with 92% of residents being either 'very' or 'fairly satisfied'
- On the other hand only 3% (3 individuals) are 'fairly' or 'very dissatisfied'.

CONTACT WITH THE CO-OPERATIVE

Contact with Co-operative's Office

- 94% of respondents have contacted the Co-operative's offices. Of these respondents 94% consider the office opening hours as being 'very' or 'fairly convenient'.

Reason For Contacting The Co-operative

- The majority of respondents have reported a repair (52%), made an enquiry about rent(13%) or contacted the Co-operative to deal with query (7%)

Method of Contact

- 56% of respondents contact the Co-operative by visiting the Co-operative's offices and 38% by telephone.
- Other methods include writing or emailing the Co-operative, or where a family member contacts the Co-operative for them.

ANTI-SOCIAL COMPLAINT

Experience of Anti-Social Complaints

- 1 in 5 respondents stated they have experienced a problem with anti-social neighbours in the last 2 years.
- Of these 26 respondents, 11 stated they currently have a problem with anti-social neighbours.

Nature of Complaint

- The majority of complaints were with regards to noisy neighbours (15 respondents) or problems with children/ youths (6 respondents).
- Other significant issues raised with reference to youths, drug or alcohol issues or rubbish left lying around.

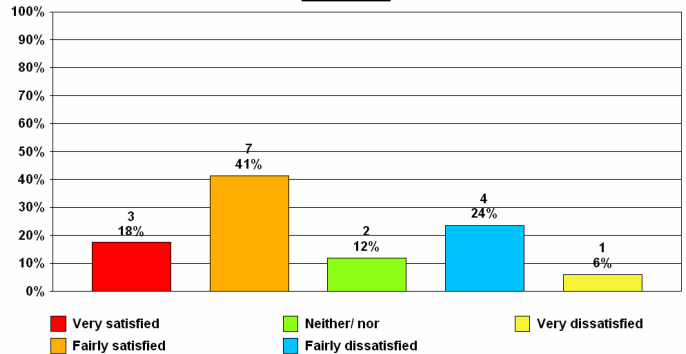
Reporting Anti-Social Complaints

- 23 out of 26 respondents have reported this problem to FHC.
- When asked to rate their satisfaction, 10 respondents were 'very' or 'fairly satisfied', and 5 were 'very' or 'fairly dissatisfied'.

Listening to Tenants Views

- The chart below shows that 9 in 10 respondents (89%) 'agree' or 'strongly agree' that the Co-operative genuinely listens to their views.
- This is compared to only 3% of respondents who disagree with this statement

How satisfied are you with the Co-operative's response to your antisocial complaint?



GETTING INVOLVED WITH THE CO-OPERATIVE

Decision and Policy Making

- 17 out of 20 respondents (85%) are aware they could get involved in the decision and policy making of the Co-operative.

Preferred Level of Involvement

- 9 in 10 respondents are 'happy just to be kept informed' about the Co-operative's work.
- 6 would like to be 'one of the people making the decisions' and 4 individuals would like to 'have their say before decisions are taken'.
- The remaining 6 respondents were unsure of their preferred level of involvement in the Co-operative's decision making.

Committee Membership

- Over 9 in 10 respondents (92%) are aware that they could become a committee member of the Co-operative. 8% (10 respondents) would be interested in becoming a committee member of Forgewood Housing Co-operative.

RTO Participation

- Respondents were asked whether or not they would be interested in participating in Forgewood Registered Tenants Organisation (RTO). 7 respondents stated 'yes' they would be interested in participating in this group.

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, 45% of tenants receive full housing benefit, 32% pay their rent by swipe card at pay point centre and 15% by bank standing order.

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. 64% of respondents felt their rent represents 'very good value' or 'good value' compared to only 5% of respondents who feel their rent represents 'very bad value' or 'bad value' (6 individuals).

THE HOME

Length of Stay in Home

- Majority of respondents have lived in their current home between 1-5 years (32%) or between 6 -10 years (31%)

Overall Satisfaction with Home

- 91% of respondents are 'very' or 'fairly satisfied' with their home compared to only 4% who are dissatisfied.

Satisfaction with Component Elements

- Satisfaction with component elements of the home are highest with regards to:
 - ⇒ Design & layout (92% very/ fairly satisfied)
 - ⇒ Size of rooms (89%)
- Dissatisfaction however, is highest in terms of:
 - ⇒ Amount of storage (21% very/fairly dissatisfied)
 - ⇒ The kitchen (12%)
 - ⇒ The bathroom (7%)

FUTURE HOUSING INTENTIONS

Future Housing intentions

- 53% of respondents are happy to remain in their current home over the next 5 years
- 19% intend to apply for housing transfer, 14% move to another area and 7% to buy another home.

Reasons for Moving

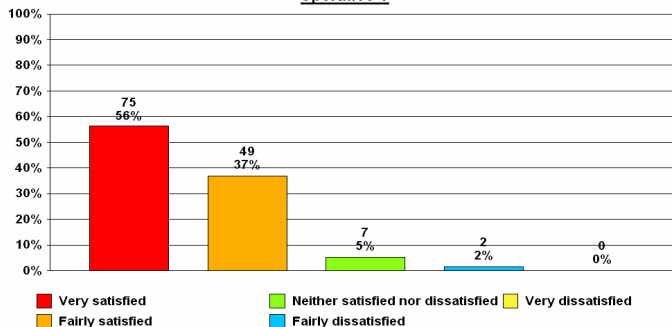
- Those who intend to move in the next 5 years stated the following reasons:
 - ⇒ Would like a larger garden (25%)
 - ⇒ Better neighbourhood (15%)
 - ⇒ To be nearer friends/ family (11%)
 - ⇒ Bigger home (11%)

QUALITY OF SERVICES WE PROVIDE

Quality of Services

- Over 9 in 10 respondents are satisfied with the quality of services provided by the Co-operative (93%)
- This is compared to only 2% (2 individuals) who are dissatisfied in this respect.
- The full breakdown of this question is shown in the chart opposite

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

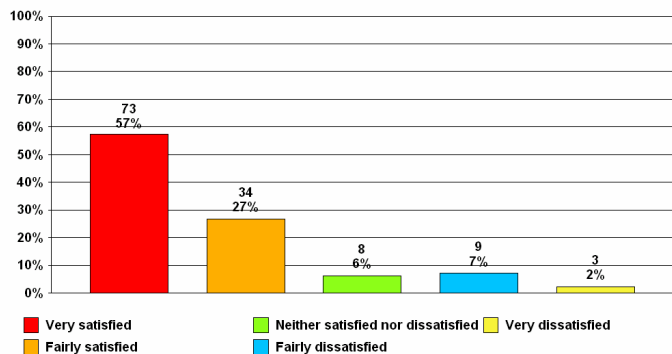


THE REPAIRS SERVICE

Overall Satisfaction

- 84% of respondents are 'very' or 'fairly satisfied' with the repairs service provided by the Co-operative.

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



Nature of Repair

- The majority of respondents have reported repairs by telephoning the co-operative (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:
 - ⇒ Helpfulness of staff involved (95% satisfied)
 - ⇒ Attitude of tradesmen (94%)
- Dissatisfaction levels are highest in terms of:
 - ⇒ Quality of repairs (9% dissatisfied)
 - ⇒ Speed of repairs (8%)

Ease of Reporting a Repair

- Two thirds of respondents interviewed (66%) have reported a repair in the past 12 months amounting to 88

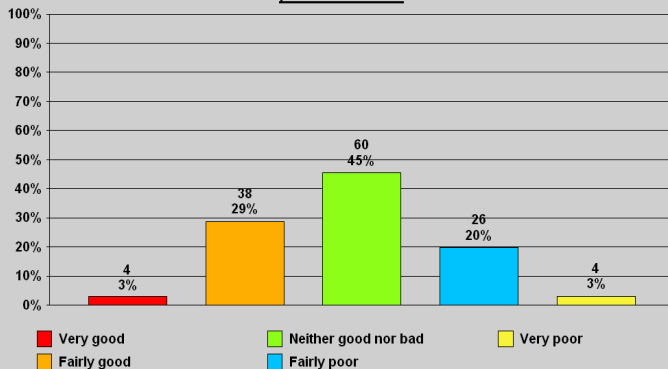
- All respondents find it easy to report a repair, 78% stating 'very easy' and 22% 'fairly easy'.

SATISFACTION WITH THE NEIGHBOURHOOD

Overall Satisfaction with the Neighbourhood

- Overall satisfaction with the neighbourhood is fairly low, with 32% of respondents considering the area as being a 'very good' or 'good' place to live

Q58 Turning now to the neighbourhood you live in, what do you think of it as a place to live in?



Satisfaction with Aspects of the Neighbourhood

- Overall, in terms of satisfaction with various aspects of the local neighbourhood, respondents are most likely to be satisfied with:
 - ⇒ Maintenance of common areas (92% satisfied)
 - ⇒ Street lighting (91%)
 - ⇒ Car parking facilities (86%)
 - ⇒ Neighbours (82%)
- However, dissatisfaction is highest with the following neighbourhood aspects:
 - ⇒ Children's play facilities (53% very or fairly dissatisfied)
 - ⇒ Feeling of safety (7%)
 - ⇒ CCTV (6%)

NEIGHBOURHOOD PROBLEMS

Problems within the neighbourhood

- Respondents were asked to state the extent to which a number of neighbourhood aspects are a problem in their area. On the whole the following areas are considered the highest problems in the Forgewood area:
 - ⇒ Dog fouling (71% stating minor or serious problem)
 - ⇒ Drinking in the street (63%)
 - ⇒ Levels of crime generally (62%)
 - ⇒ Vandalism/ graffiti (55%)

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 (63% considering this a top, second or third priority)
 - ⇒ Levels of crime generally (61%)
 - ⇒ Dog fouling (61%)

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



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