

Customer Survey

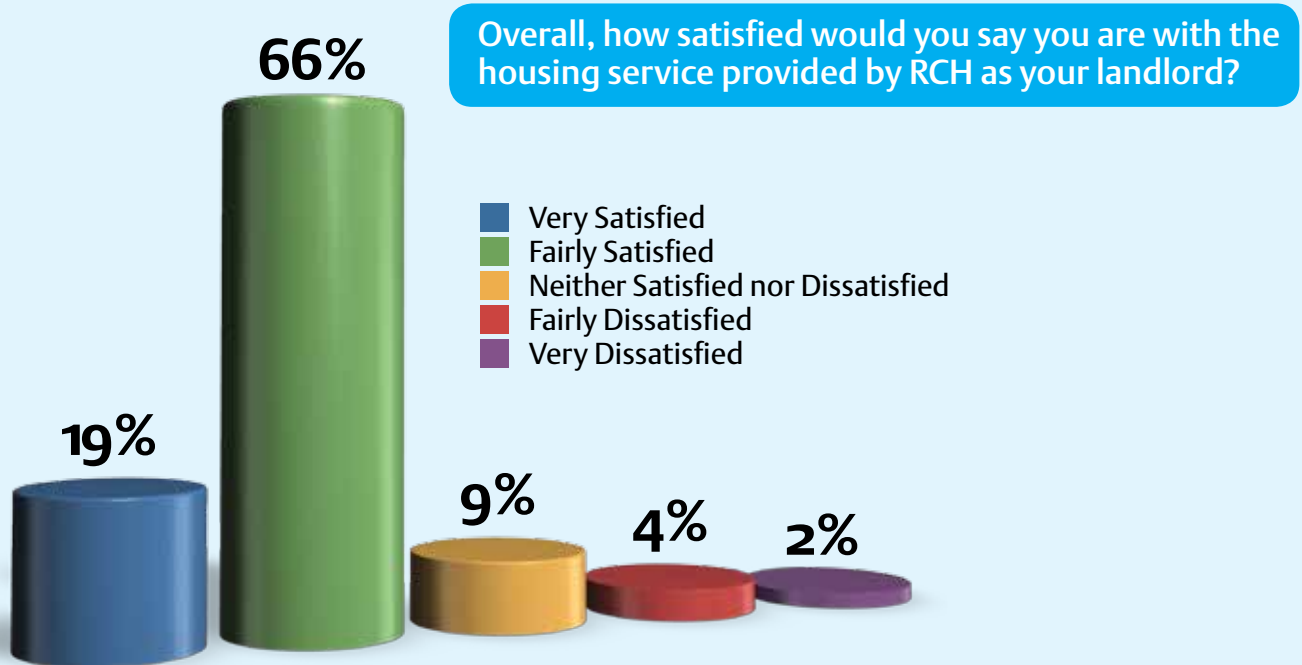


Background & Introduction

Research Resource was commissioned by River Clyde Homes to undertake their 2010 Resident Satisfaction Survey. The survey was undertaken by interviewing tenants and owners in their homes during February and March 2010. A total of 1,400 interviews were completed with River Clyde Tenants and Owners, 1,199 with Tenants and 201 interviews with owners. Interviews were spread across all areas of River Clyde Homes stock in order to ensure that the survey represented the views of tenants and owners in all areas and house types.

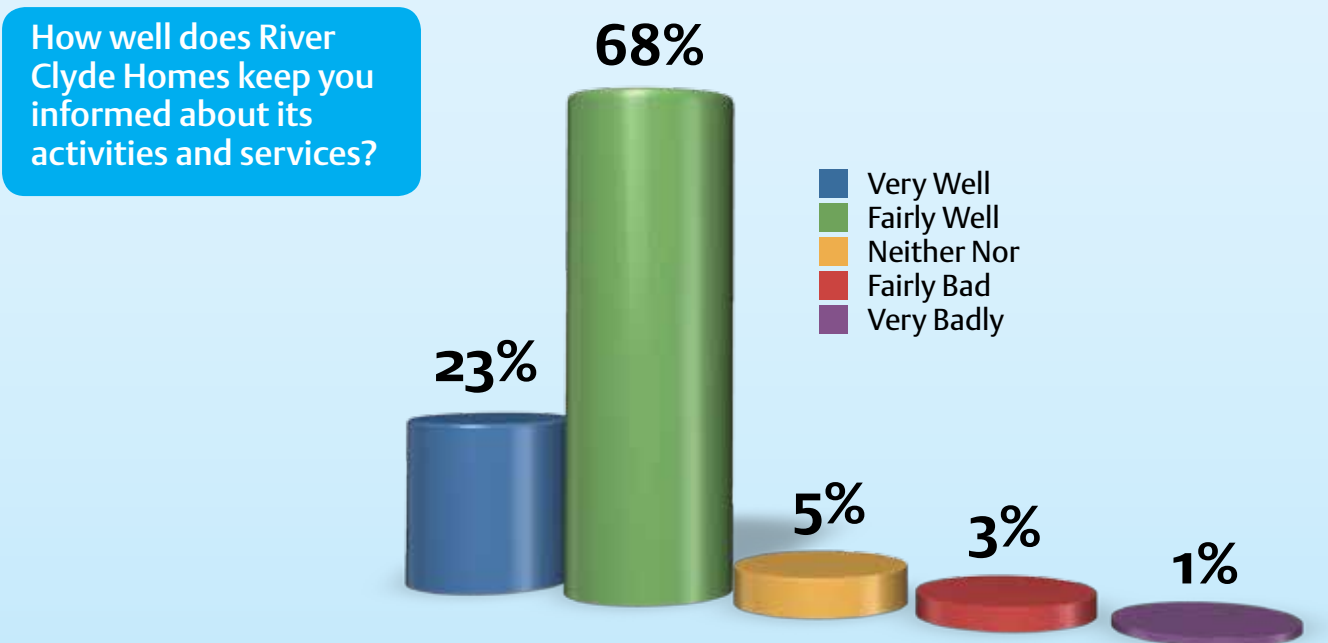
Overall Satisfaction

Overall, over eight out of ten of you (85%) said that you were satisfied with the housing service provided by us, as your landlord. This is an increase in satisfaction of 17% compared to a tenant survey that was undertaken in 2005 prior to stock transfer.



Keeping Tenants Informed

Overall, over 9 out of 10 of you (91%) told us that you believe we keep you either very or fairly well informed.





ou told us that the method you would prefer to be used to keep you informed was by newsletter (88%) followed by letters or leaflets (33%).

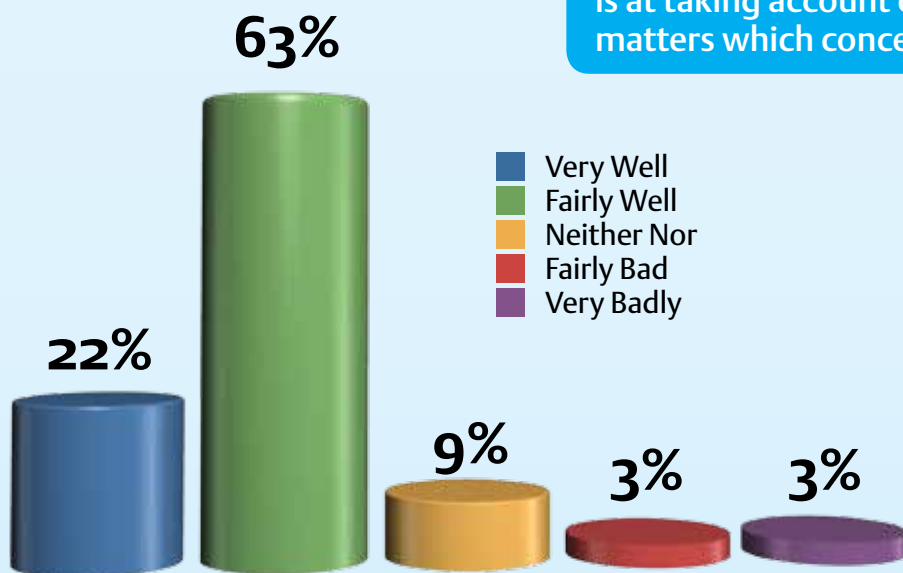
Almost all tenants rated newsletter 'Up Close' and leaflets sent to the home as easy to understand.

The vast majority of tenants stated there was nothing they wished to receive further information on. The most popular subjects which tenants would like to find out more about were regarding home improvements (9%), neighbour concerns (5%), repairs service(5%) and transfers or mutual exchanges (5%).

Taking Account of Tenants Views

85% of you rated us as either very or fairly good at taking account of their views compared to 6% who said that you felt we were very or fairly bad in this respect.

How good do you think River Clyde Homes is at taking account of residents' views over matters which concern them?



Awareness of opportunities to get more involved in River Clyde Homes was fairly high, with 81% of you saying that you were aware you could attend a Tenant Association Meetings, and 71% saying you were aware you could become a Board member. Just 14% of you said that you weren't aware of any ways in which you could become more involved.

Despite this, the majority of you (86%) told us that you would not be interested in becoming involved in any form of tenant participation.



Customer Care

You told us that, in the main, you are satisfied with the level of customer care provided when you contact us (90% of you said you were satisfied) and that the main method that you currently use (and would prefer to use) to get in touch is by telephone.

Telephone is also the method by which you told us you would prefer to get in touch with us, with more of you saying that you would prefer to contact us this way than currently do (69% would prefer to contact us by phone, 59% of you currently contact us by phone).

Generally when you contact us you said you are fairly happy with the way we deal with you, for example, the time taken to speak to a member of staff who could help and the privacy of your discussion. However, you told us you were less satisfied with the way we resolve your problem or query.



Complaints

Just under half of you said that you knew we have a complaints policy and procedures for you to use if you are unhappy with any aspect of our service. Just 31 of you said you had made a formal complaint. Generally those of you who have complained were more satisfied than dissatisfied with the way we handled your complaint, although there is still some room for improvement.



Service Priorities

You told us your top priorities when thinking about the services we provide. Your top three priorities overall were:

- 1. The repairs service**
- 2. The overall quality of your home**
- 3. Providing information on planned improvements**

The Repairs Service

When you need to report a repair, you told us you find it easy to do so (91% of you said you find it easy to report a repair).

However, overall satisfaction with the repairs service is slightly lower. Seven in ten of you (70%) told us that you are satisfied with the way we deal with repairs. This is compared to just over one in five (21%) who said they were dissatisfied.

The aspects of the repairs service you are most satisfied with are:

- Workers tidying up when finished (88% satisfied)
- Helpfulness of workers (87% satisfied)
- Respect and care of the neighbourhood (86% satisfied)

However, you are less satisfied with:

- The speed within which the work was completed (71% satisfied)
- Job completed in one visit (75% satisfied)
- Being told when workers would call (78% satisfied)



Major Works

One in three of you (33%) have had some form of major works undertaken in your home in the last 3 years. The majority of you who have had works undertaken have had either new kitchens or new bathrooms.

Generally, you are satisfied with the process of having these works undertaken (89% of you said you were satisfied) but 7% of you said you were dissatisfied with the process.



When we asked what your priorities for improvement would be in your home, the majority told us you would like:

1. **Modern kitchen (49%)**
2. **New bathroom (45%)**
3. **Improved heating (19%)**
4. **New or refurbished windows (14%)**

Rent and Arrears

The majority of you said you find it manageable to meet the rent payments on your home. 7% of you told us that you find it 'difficult' to afford your rent payments.

Almost two thirds of you (65%) are aware that we can provide help and support to tenants who are in arrears with their rent account. Those of you who have been in arrears were asked whether or not you contacted us about this. We are pleased to say that almost three quarters of you who have been in arrears have contacted us and the vast majority of you (80%) said that you found us to be either very or fairly helpful in that situation.



Your Home

Over nine out of ten of you (91%) told us that you were satisfied with the overall design and layout of your home.



Your Neighbourhood

Over 8 in 10 of you told us you were satisfied with your neighbourhood as a place to live (82%) compared to 11% who said you were dissatisfied. Those of you who live in Greenock West were more likely to be dissatisfied than those in other areas.

We also asked you about your priorities for the area surrounding your home. You told us your top priorities are:

1. **Environmental improvements to improve appearance (25%)**
2. **Better security (18%)**
3. **Design measures to increase safety and reduce crime (13%)**

The main problems you told us that you face in your neighbourhood are:

1. **Dog/ cat fouling (28% stating serious/ minor problem)**
2. **Vandalism (26%)**
3. **Rubbish/ litter/ fly tipping (24%)**
4. **Youth disorder (24%)**



Refurbished houses at Quarry Road, Port Glasgow

What we are going to do

Complaints

We will look at our complaints process again in association with our Tenant Sounding Board. We will improve our timescales for responses and make sure that we change the way we do things as a result of complaints.

Repairs Service

We will publish a Repairs Handbook and introduce Repairs By Appointment to improve timescales and how we let you know when we are coming to your home.

Neighbourhood Plans

We are working on Neighbourhood Plans that will outline our programme of works over the next five years, together with ideas to improve your neighbourhood based on the feedback you have given us. We hope that these will be available for consultation before the end of the year but this is dependent on us analysing the information from our recent stock condition survey.

Communications

We will look at ways to improve our communications with you by developing a customer contact centre to handle most of your enquiries.

Investment programme

We will continue to work on your top three priorities for major works – new kitchens, new bathrooms and improved heating.