

## HOUSING MANAGEMENT &amp; MAINTENANCE REPORTS

9.1 - SETTLING IN VISIT SATISFACTION SURVEY to 31.03.24 REPORT to the Meeting of the Full Management Committee, Thursday the 25th of July 2024.

To help promote tenancy sustainment, the Association aims to carry out settling in visits to all new tenants within six weeks of the commencement of their tenancy. During these visits new tenants are asked to complete a questionnaire which aims to gather feedback about their experience of both the sign-up and moving-in processes. The questionnaire also allows the Association to collect information regarding the quality of information it allocates to new tenants.

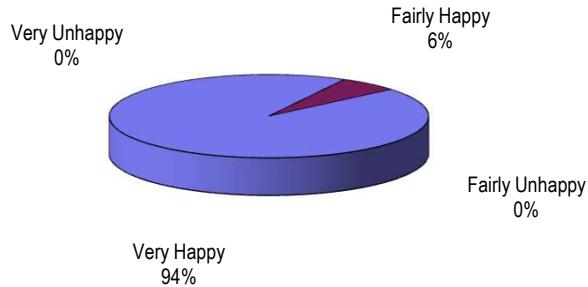
The Association issued a questionnaire to new tenants who signed-up between 1 April 2023 and 31 March 2024. Of the forty new tenants contacted, thirty-three completed the questionnaire, representing a response rate of 82.5%. Where possible, questionnaires were completed during the settling in visit. Where the tenant was unable to facilitate a settling-in visit, questionnaires were completed by telephone. Tenants were given a series of questions and asked to select the response that most accurately reflected their opinion. The response to key questions are shown below:

### Section 1 - Moving In

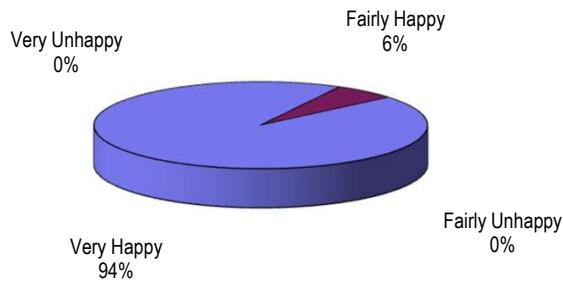
In order to obtain feedback in relation to the Association's pre-termination processes, new tenants were asked to respond to four questions.

The responses to these questions are detailed below:

1. How happy were you with the quality of information you received when viewing the property?



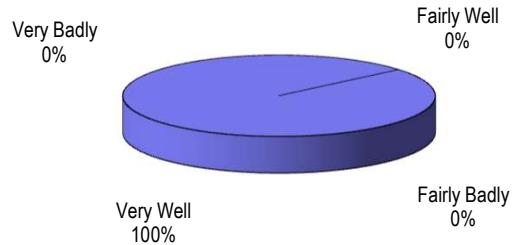
2. How happy were you with the quality of information you received when signing for your property?



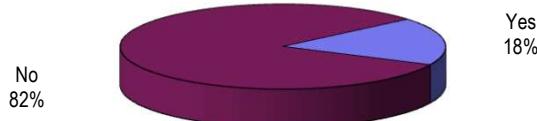
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3. How well do you think that the terms of your tenancy were explained when signing for your property?



4. Do you think that the tenancy sign-up process could be improved?

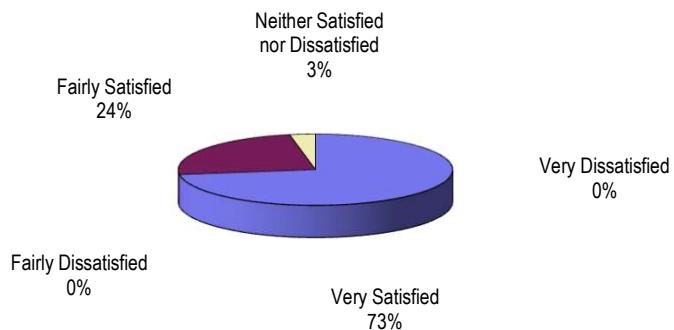


## Section 2 - Property Condition

In order to obtain feedback in relation to the condition of the properties being allocated, new tenants were asked to respond to three questions.

The responses to these questions are detailed below:

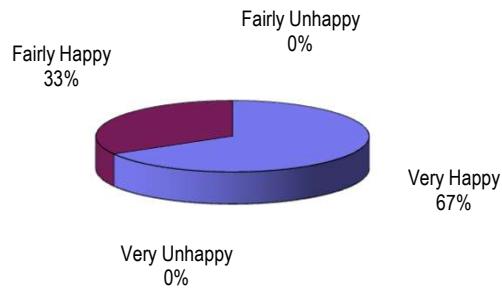
5. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?



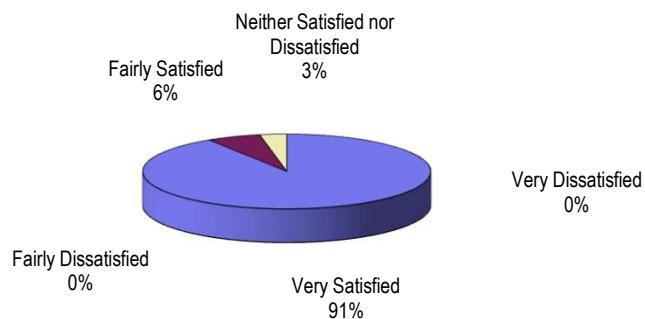
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6. How happy were you with the cleanliness of the house before you moved in?



7. Overall, how satisfied or dissatisfied are you with the quality of your home?

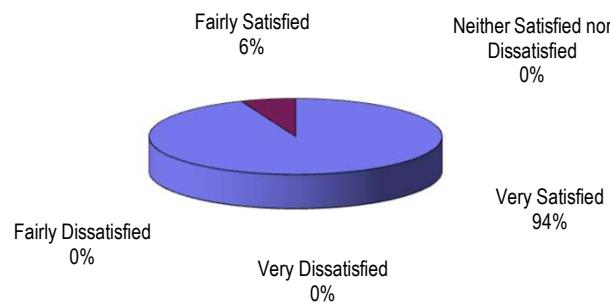


### Section 3 - The Service provided by the Association

In order to obtain feedback in relation to the service being provided by the Association, new tenants were asked to respond to five questions.

The responses to these questions are detailed below:

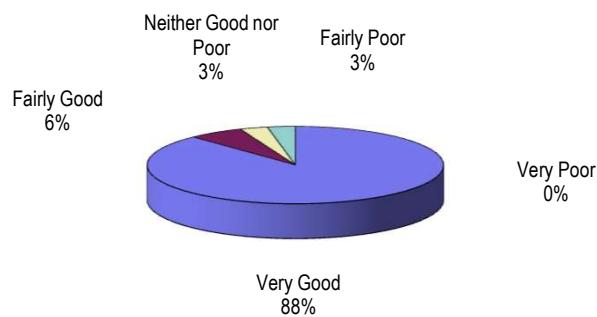
8. Overall, How satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?



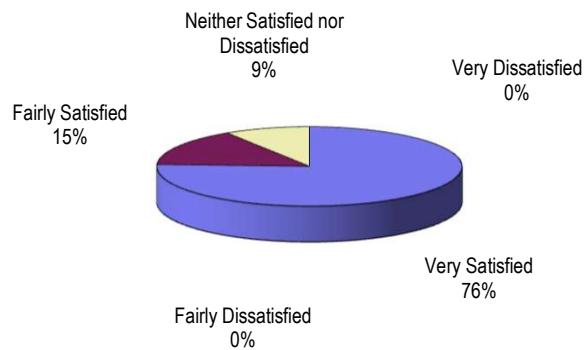
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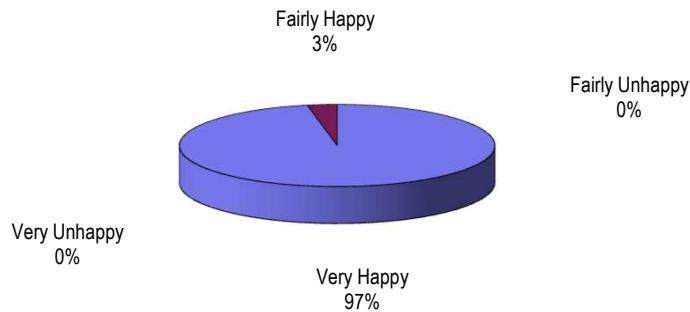
9. How good or poor do you feel Yoker Housing Association is at keeping you informed about their services and decisions?



10. How satisfied or dissatisfied are you with the opportunities given to you to participate in Yoker Housing Association's decision making processes?



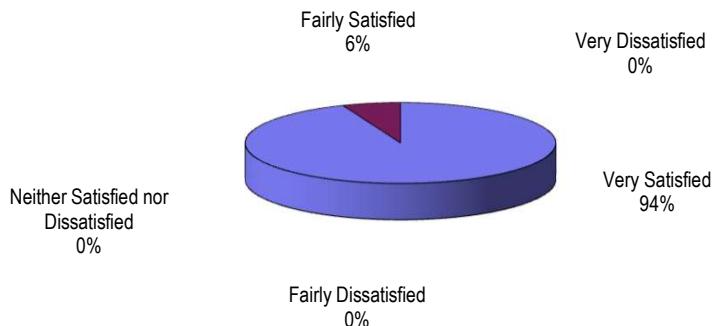
11. How happy are you with the treatment that you have received from Association staff?



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12. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Yoker Housing Association?



### Conclusions

The survey confirms that new tenants were satisfied with the viewing process with all respondents confirming that they were either very or fairly happy with the quality of information they received while viewing the property.

New tenants confirmed a high level of satisfaction with the sign-up process with all respondents confirming that they were either very or fairly happy with the information they received during the tenancy sign-up process. All respondents stated that the terms of the tenancy agreement were explained well. Eighty-two percent of respondents stated that the sign-up process could not be improved. The respondents who thought that the sign-up process could be improved did not suggest any recommendations for implementation.

The survey indicates a high level of satisfaction with the condition of the properties allocated during the year. Ninety-seven percent of respondents were satisfied with the standard of their home when moving in, while all respondents were satisfied with cleanliness of the property at the point of allocation. When asked to rate how satisfied they were with the overall quality of their home, ninety-seven percent of respondents stated that they were either very or fairly satisfied with the condition of their property. The remaining three percent of respondents were neither satisfied nor dissatisfied with the condition of their property.

New tenants confirmed high satisfaction levels in relation to the services provided by the Association. All respondents stated they were either very or fairly satisfied with the Association's management of the neighbourhood. Furthermore, ninety-four percent of respondents stated that the Association was good at keeping tenants informed about its services. Ninety-one percent of respondents stated that the Association is good at providing opportunities for tenants to participate in the Association's decision making processes. The remaining nine percent of respondents were neither satisfied nor dissatisfied with the participation opportunities offered to them.

In relation to staff, all respondents confirmed that they were either very or fairly happy with the treatment they had received from staff. In addition, the survey concluded that new tenants were happy with the overall service they had received from the Association, with all respondents confirming that they were either very or fairly satisfied with the overall service they had received.

### Purpose of Report

This report has been prepared for information.

### Conflicts of Interest

No conflicts of interest declared or known.

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**Risk Management**

The risks relating to the provision of good quality accommodation is covered by risks 105 to 107 in the Association's Risk Register. The risk of not providing good quality accommodation could result in an increased turnover of stock and an increase in the number of offers being refused. This would therefore result in higher void periods and increased rent loss. To mitigate this risk the Association obtains feedback from new tenants regarding the quality of accommodation they have been offered.

The risks regarding information to service users relate to risks 89 to 96 in the Association's Risk Register. The risk of not providing service users with good quality information could result in the services provided not meeting service users needs. To mitigate this risk the Association obtains feedback from new tenants regarding the viewing and sign-up processes.

**Scottish Housing Regulator – The Standards of Governance and Financial Management for RSLs**

This report relates to Standard 2 – “The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities”. This report relates specifically to guidance items 2.1 and 2.4.