

## HOUSING MANAGEMENT &amp; MAINTENANCE REPORTS

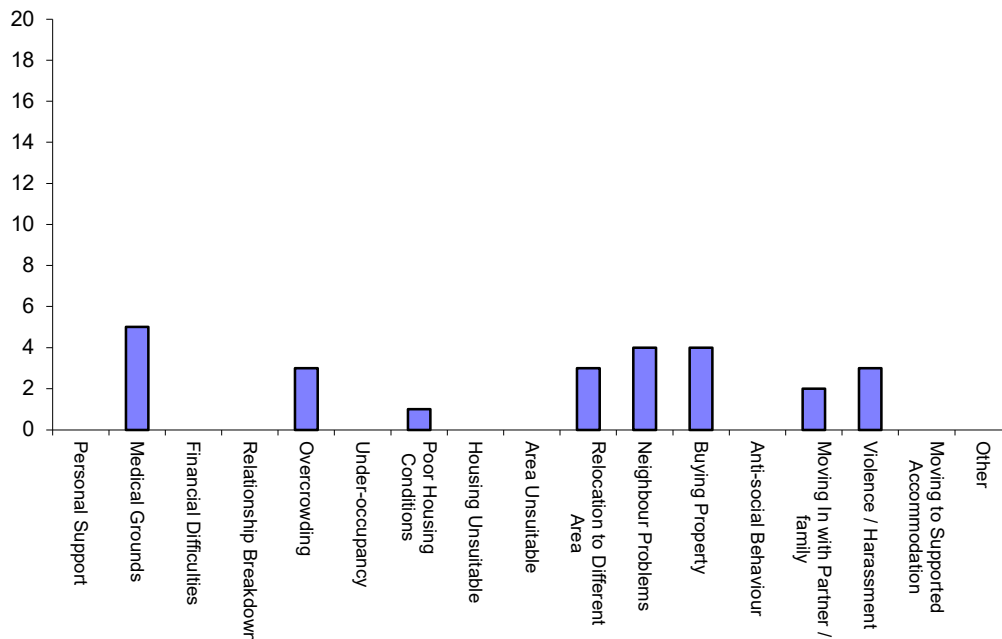
## 9.4 - TENANCY TERMINATION 2022 / 2023 SURVEY REPORT to the Meeting of the Full Management Committee, Thursday the 27th of July 2023.

In order to analyse the reasons why tenants terminate their tenancy, and to gain feedback about the quality of services provided, the Association issues outgoing tenants with a satisfaction survey. Survey forms were issued to households who terminated their tenancy between 1 April 2022 and 31 March 2023.

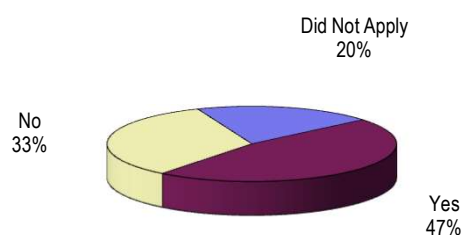
During the year, thirty-two tenancies were terminated. Of these, four were terminated owing to the death of the tenant, one was terminated after the property was abandoned and one was terminated after the tenant returned keys via third party without providing written notice. Of the twenty-six tenants who provided notice, fifteen completed the survey representing a response rate of 57.7%. Tenants were asked to respond to a number of questions about the quality of services provided by the Association.

The response to the key questions are shown below:

## 1. What are your main reasons for moving?



## 2. If we could have offered you suitable accommodation to suit your housing needs, would you have remained a tenant?

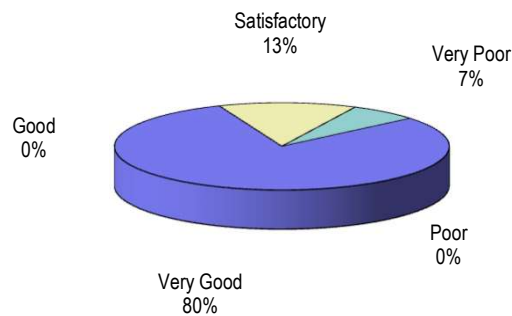


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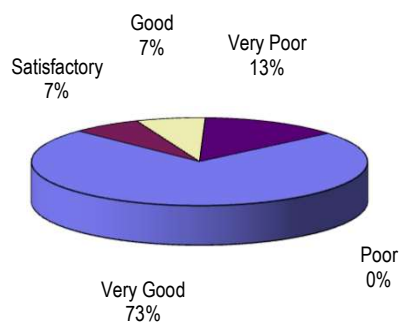
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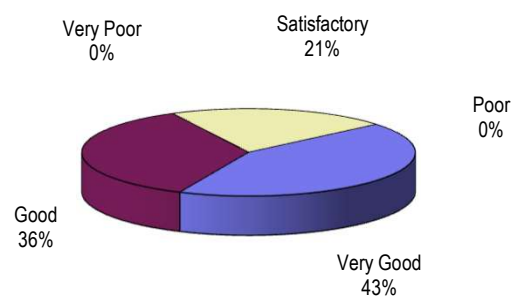
3. In general, how would you rate the Housing Management Service you received from the Association?



4. In general, how would you rate the Maintenance Repair Service you received from the Association?



5. In general, how would you rate any other service you received from the Association, such as stair cleaning or backcourt maintenance?



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6. Overall, how do you rate Yoker Housing Association as a landlord?

**Conclusions**

Tenants provided a wide range of reasons for terminating their tenancy. The most common reasons recorded were medical / health reasons, neighbour problems and tenants looking to purchase a property. Four respondents stated that neighbour problems were their primary reason for terminating the tenancy. However, the Association received reports of neighbour issues from only one of these tenants.

In order to assess satisfaction levels, outgoing tenants were asked to rate the different services provided by the Association. The results confirm a high level of satisfaction with the Housing Management service with ninety-three percent of respondents rating the service as either good or very good. The remaining thirteen percent of respondents considered the Housing Management service to be satisfactory.

Eighty percent of respondents rated the Maintenance service as either very or fairly good. However, thirteen percent, which represents two respondents, considered the Maintenance service to be poor. The first respondent stated that he was unhappy, advising that the Association had failed to address his reports of insect infestation. Repair records confirm that the Association had arranged for a pest control contractor to attend the property and treat the issue. The second respondent stated that the Association had failed to respond to her reports of condensation within the property. However, the Association had arranged for the property to be surveyed after which the recommended remedial works were instructed. The contractor was refused access by the tenant who stated that it was her intention to terminate her tenancy, and therefore, did not want to be disrupted prior to moving out. The works were completed following return of the keys.

With regards to other services, such as stair cleaning services and backcourt services, the survey indicates a high level of satisfaction with seventy-nine percent of respondents considering the services to be either very or fairly good. The remaining twenty-one percent of respondents considered these other services to be satisfactory.

The high level of satisfaction is further demonstrated with seventy-three percent of respondents rating the Association as being a very good landlord. Twenty percent of respondents considered the landlord to be a satisfactory landlord. However, one respondent considered the Association be a poor landlord. This tenant stated that the Association ignored his reports of an insect infestation despite records confirming that the matter had been addressed by the Association's pest control contractor.

In conclusion the survey indicates that outgoing tenants are leaving the Association for a variety of reasons. However, despite wishing to terminate their tenancy, the majority of tenants considered the services provided by the Association to be either good or very good. Two respondents expressed dissatisfaction with the Maintenance service. However, in both cases the Association had arranged for the necessary repair works to be undertaken.

**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 risk relating to the termination of tenancies and tenancy sustainment is covered by risk 14 in the Association's Risk Register. The risk of failing to meet tenants' needs and aspirations could result in a higher turnover of stock and therefore higher void periods and rent loss. To mitigate this risk the Association monitors the reasons why tenants terminate their tenancy and obtains feedback from former tenants regarding the Association's services. The Association uses this information to ensure that services provided are fit for purpose.

### 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.