

## HOUSING MANAGEMENT &amp; MAINTENANCE REPORTS

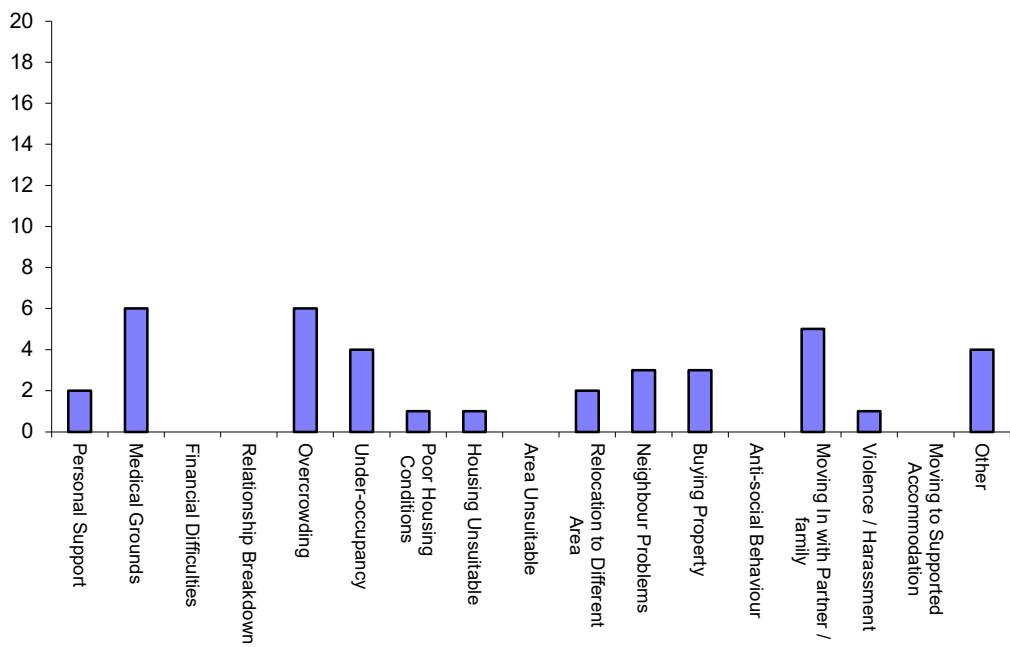
9.2 - TENANCY TERMINATION SATISFACTION SURVEY 2023 / 2024 REPORT to the Meeting of the Full Management Committee, Thursday the 25th of July 2024.

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 2023 and 31 March 2024.

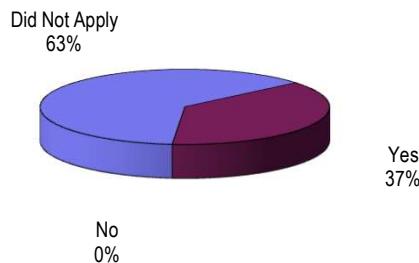
During the year, thirty-three tenancies were terminated. Of these, three were terminated following a mutual exchange, two were terminated owing to the death of the tenant, two were terminated after the property was abandoned and one was terminated after the tenant returned keys without providing written notice. Of the twenty-eight tenants who provided notice, twenty-five completed the survey representing a response rate of 89.3%. 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 detailed below:

1. What are your main reasons for moving?



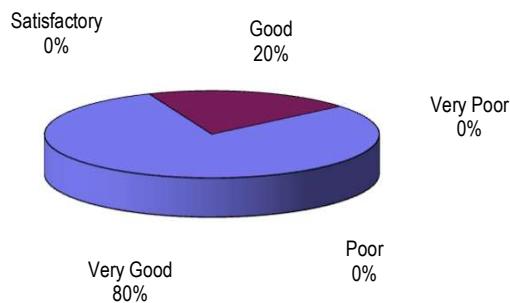
2. If we could have offered you suitable accommodation to suit your housing needs, would you have remained a tenant?



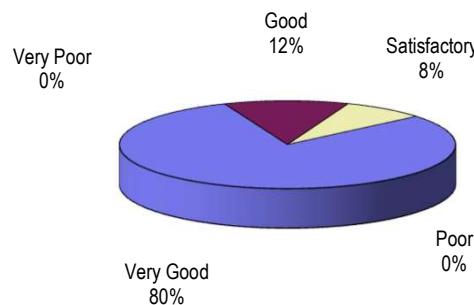
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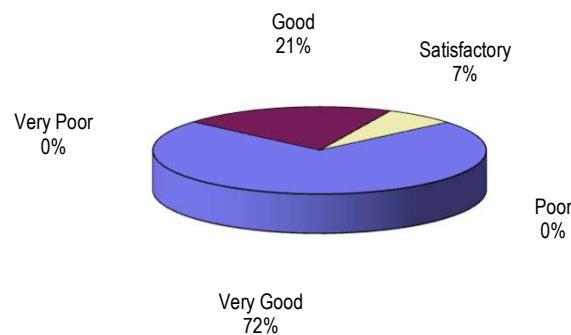
3. In general, how would you rate the Housing Management Service you received from the Association?



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?

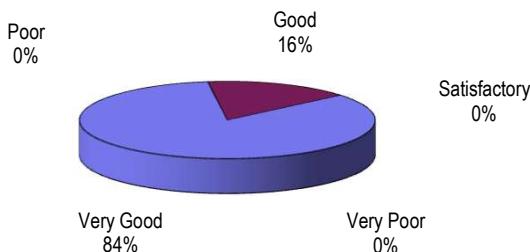


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6. Overall, how do you rate Yoker Housing Association as a landlord?



### Conclusions

Tenants provided a wide range of reasons for terminating their tenancy. The most common reasons recorded were medical / health reasons, overcrowding and tenants looking to move in with their family or partner.

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 all respondents rating the service as either good or very good.

Ninety-two percent of respondents rated the maintenance service as either very or fairly good. The remaining eight percent of respondents considered the maintenance services to be satisfactory.

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

The high level of satisfaction is further demonstrated with eighty-four percent of respondents rating the Association as being a very good landlord. The remaining sixteen percent of respondents considered the landlord to be fairly good.

In conclusion, the survey indicates that outgoing tenants are leaving the Association for a variety of reasons. However, despite choosing to terminate their tenancy, the majority of tenants considered the services provided by the Association to be either good or very good. Furthermore, all respondents considered the Association to be either a good or very good landlord.

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Purpose of Report

This report has been prepared for information.

Conflicts of Interest

No conflicts of interest declared or known.

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.