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**ALBYN HOUSING SOCIETY**

**RESIDENT SATISFACTION SURVEY –  
EXECUTIVE SUMMARY**

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## **MAIN SURVEY RESULTS – RESIDENT SURVEY**

### ***Services Provided / New Services***

- 89% of residents feel that the quality of services provided by the Society is good
- 93% of residents are satisfied with the Society as a landlord. Almost half are 'very satisfied'
- 92% of residents expect to be able to speak to a person Monday – Friday daytime. 39% expect to speak to a person for any emergency call out
- The vast majority would like to speak to someone over the telephone
- 57% would leave a message on an answer phone to report a repair
- The greatest number of residents have contacted the Society 2-3 times in the past year. It is very easy to make contact
- Almost three quarters last contacted the Society to report a repair
- 8 out of 10 residents last made contact with the Society by telephone
- Satisfaction levels have increased in all aspects of telephone contact since the last survey
- The greatest increase in satisfaction since 2006 (with regard to telephone contact) is with the quality of advice and assistance given
- 100% of residents are satisfied with access to the building, and the reception area
- Two thirds are satisfied with their contact by letter

### ***The Society***

- The Society is perceived to be very good at keeping residents informed
- Respondents feel informed due to the frequency and quality of newsletters
- Residents believe that the Society is good at taking account of their views
- Around six in ten residents are aware that they can give their views when the Society is making or changing policies
- Tenants would most like to be asked their views on repairs and maintenance issues, and housing policies
- Tenants would most like to be involved by receiving regular information via newsletter, and by providing their views in surveys like this one
- The Tenants' Handbook, newsletters and letters are the most popular methods of obtaining information about the Society and its services
- When consulting them about decisions affecting their home, tenants and owners would prefer letters, newsletters and staff visits to be used
- Residents want to know more about the repairs service (Society's responsibility), house improvement contracts, transfers and anti-social behaviour
- 4% of tenants, or someone in their household, have particular communication requirements
- 59% are aware of the Society's complaints policy
- The majority were dissatisfied with the outcome of their complaint
- Over a third of residents don't know who is responsible for overall control of the Society

## ***Rent – Tenants Only***

- 94% of tenants find their current method of paying rent to be convenient
- Three quarters have enough information about how their rent is decided
- Around 8 in 10 believe their rent is good value for money

## ***The Repairs Service – Tenants Only***

- 83% of tenants are satisfied with the repairs service
- 82% are aware of the Society's responsibilities in terms of maintenance to their home. 87% are aware of their own maintenance responsibilities
- 72% of tenants surveyed had reported a repair in the last year
- 81% of tenants have reported 1 to 3 repairs in the last year
- The majority of repairs are reported by telephone. Tenants think it is very easy to do
- The majority of tenants are very satisfied with all aspects of the repairs service
- Of those tenants who have used the out of hours repairs service, three quarters are satisfied

## ***Service Charges – Owners / Sharing Owners only***

- 38% of owners / sharing owners have read the Society's Service Charge policy

## ***The Home – Tenants and Sharing Owners only***

- 69% of respondents live in a house, 31% in a flat
- 44% of respondents live in a 2-bedroom property
- The majority are very satisfied with the overall design and layout of their home
- Overall satisfaction is highest with the location of windows and the general layout of the rooms, and lowest with the heating system and noise insulation between properties
- A quarter of tenants think their home needs central heating to improve it. 22% think their home needs a new bathroom
- 63% of tenants have electric storage heaters as the main source of heating in their home
- The majority find their heating system very easy to use
- 71% are aware that the Society makes adaptations to tenants' homes or installs aids
- Satisfaction levels are very high with all aspects of the aids / adaptations service
- Since the last survey, satisfaction with the aids and adaptations service has increased in most aspects measured
- 24% of tenants require a shower to be installed in the next few years

## ***The Neighbourhood***

- The majority of residents feel their neighbourhood is a very good place to live
- Satisfaction is high with street lighting, but low with children's play facilities
- Overall the main problems are with rubbish, noise and anti-social behaviour, the same as in the 3 previous surveys carried out

## ***Household Information – Sharing Owners only***

- Respondents found out about shared ownership through press advertisements or through the Society
- The majority bought a 25% share of the house
- 31% plan to continue with the current share, and the same number plan to buy the whole house

## ***Household Information – all respondents***

- 31% have lived in their home for more than 10 years
- One quarter of respondents are single adults aged 25-59
- 36% of respondents are in full time paid work
- 60% of households have access to a motor vehicle
- Around 4 in ten residents have email / Internet access for personal use
- Just under a third of households receive Housing Benefit
- 12% of households have a net income of £250 to £299 per week
- 31% of households have a member with a disability
- 87% of residents class themselves as 'Scottish'
- 97% of respondents are heterosexual

## ***Benchmarking***

- The results of Albyn Housing Society's survey are higher than average for all but one of the aspects measured

## **MAIN SURVEY RESULTS – ALLOCATIONS / NEW TENANCY SURVEY**

37 tenants responded to the allocations / new tenancy survey. The key findings are as follows:

- The vast majority of respondents are new Albyn tenants
- Almost two thirds are in a newly built property
- Looking at the median range, tenants waited 12 months to be housed
- 94% found the application form easy to fill in
- Around three quarters understood how the allocation points system worked
- 94% found it easy to contact Albyn about their application
- 94% were satisfied with the time it took to speak to the relevant staff member
- 95% were satisfied with the helpfulness of staff
- 88% were satisfied with the quality of advice and assistance given
- 95% felt that the quality of information received from Albyn, prior to becoming a tenant, was good
- 100% felt that the terms of their tenancy agreement were explained well
- 98% were satisfied with their home when they accepted the keys
- 97% were given enough support / information to be able to manage their tenancy straight away
- 83% were given enough support / information to be able to operate systems
- 98% were satisfied overall with the housing allocation process

A copy of the full resident satisfaction survey report, including findings from the allocations / new tenancy survey, can be requested from the Society.