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**ALBYN HOUSING SOCIETY**

**2010 RESIDENT SATISFACTION SURVEY – EXECUTIVE SUMMARY**

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Prepared for:

Helen Barton  
Housing & Communities Director  
98-100 High Street  
Invergordon, Ross-shire  
IV18 0DL

Tel: 01349 852978

Prepared by:

Carolyn Allison  
CA Market Research  
[carolyn@camarketresearch.com](mailto:carolyn@camarketresearch.com)  
05602 893733 / 07984 617769

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

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

- 93% of residents feel that the quality of services provided by Albyn is good
- 93% of residents are satisfied with Albyn as a landlord. The majority are 'very satisfied'
- 91% of residents expect to be able to speak to a person Monday – Friday daytime. 57% expect to speak to a person for any emergency call out
- The vast majority would like to speak to someone over the telephone
- Residents find it very easy to contact Albyn
- 7 in 10 last contacted Albyn to report a repair
- 85% last made contact with Albyn by telephone
- Satisfaction levels are very high with all aspects of telephone contact
- 100% of residents are satisfied with the reception area and access to the building
- Most residents were satisfied with their last contact by letter
- The majority were satisfied with their contact by email

### ***Albyn Housing Society***

- Albyn is perceived to be very good at keeping residents informed
- Residents believe that Albyn is good at taking account of their views
- Tenants would most like to be asked their views on repairs and maintenance issues and housing policies
- Tenants feel they are currently asked their views on repairs and maintenance issues and housing policies
- Tenants would most like give their views by providing their views in surveys like this one
- Newsletters, the Tenants' Handbook and letters are the most popular methods of obtaining information about Albyn and its services
- Tenants want to know more about Home Improvement Contracts and the repairs service
- 5% of tenants require information in large print
- 45% of residents don't know who is responsible for overall control of Albyn

### ***Rent – Tenants Only***

- 79% have enough information about how their rent is decided
- 8 in 10 believe their rent is good value for money

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

- 85% of tenants are satisfied with the repairs service
- 85% of tenants surveyed had reported a repair 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***

- 55% of owners / sharing owners have read Albyn's Service Charge policy

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

- 69% of respondents live in a house, 31% in a flat
- 48% of respondents live in a 2-bedroom property
- 93% are satisfied with the overall design and layout of their home
- Overall satisfaction is highest with the location of windows, the size of the living room, the general layout of the rooms and the size of the bathroom
- A quarter of tenants think their home needs central heating to improve it. 16% think their home needs new windows
- 58% of tenants have electric storage heaters as the main source of heating in their home
- 80% find their heating system easy to use
- Residents find electric storage heaters more difficult to use than gas boilers / radiators
- 30% of tenants have a net weekly household income of £51-£150
- 21% pay between £21-£25 per week to heat and light their home
- 13% find their heating system very cost efficient. 22% find it not cost efficient at all
- Those with electric storage heaters generally felt they were not cost efficient
- 53% feel that lack of finances is making it difficult to afford heating and lighting costs
- 60% are aware that Albyn can make adaptations to tenants' homes or install aids
- 23% 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
- Overall the main problems in the area are noise, children's play facilities, antisocial behaviour and rubbish

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

- Respondents found out about shared ownership through Albyn or press advertisements
- The majority bought a 25% share of the house
- The majority of sharing owners plan to continue with the current share

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

- 30% have lived in their home for more than 10 years
- 19% of respondents are aged under 35
- 32% of respondents are in full time paid work
- 66% of households have access to a motor vehicle
- 9% would be interested in receiving communications from Albyn by text message
- 40% of residents have email / Internet access for personal use, and most are happy for Albyn to contact them in this way
- 43% of households have a member with a disability
- 83% of residents class themselves as 'Scottish'
- 98% of respondents are heterosexual

## ***Overview of Albyn's Performance***

- Albyn's mean scores are at their highest or joint highest point for 4 of the 5 aspects measured

## ***Benchmarking***

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

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

- 89% of respondents are new Albyn tenants
- 59% are in a newly built property
- Looking at the median range, tenants waited 12 months to be housed
- 97% found the application form easy to fill in
- 80% understood how the allocation points system worked
- 95% found it easy to contact Albyn about their application
- 95% were satisfied with the time it took to speak to the relevant staff member
- 96% were satisfied with the helpfulness of staff
- 94% were satisfied with the quality of advice and assistance given
- 97% were satisfied overall with the housing allocation process
- 91% felt that the quality of information received from Albyn, prior to becoming a tenant, was good
- 96% felt that the terms of their tenancy agreement were explained well
- 95% 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
- 76% were given enough information to be able to operate systems

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