



Calvay Housing Association

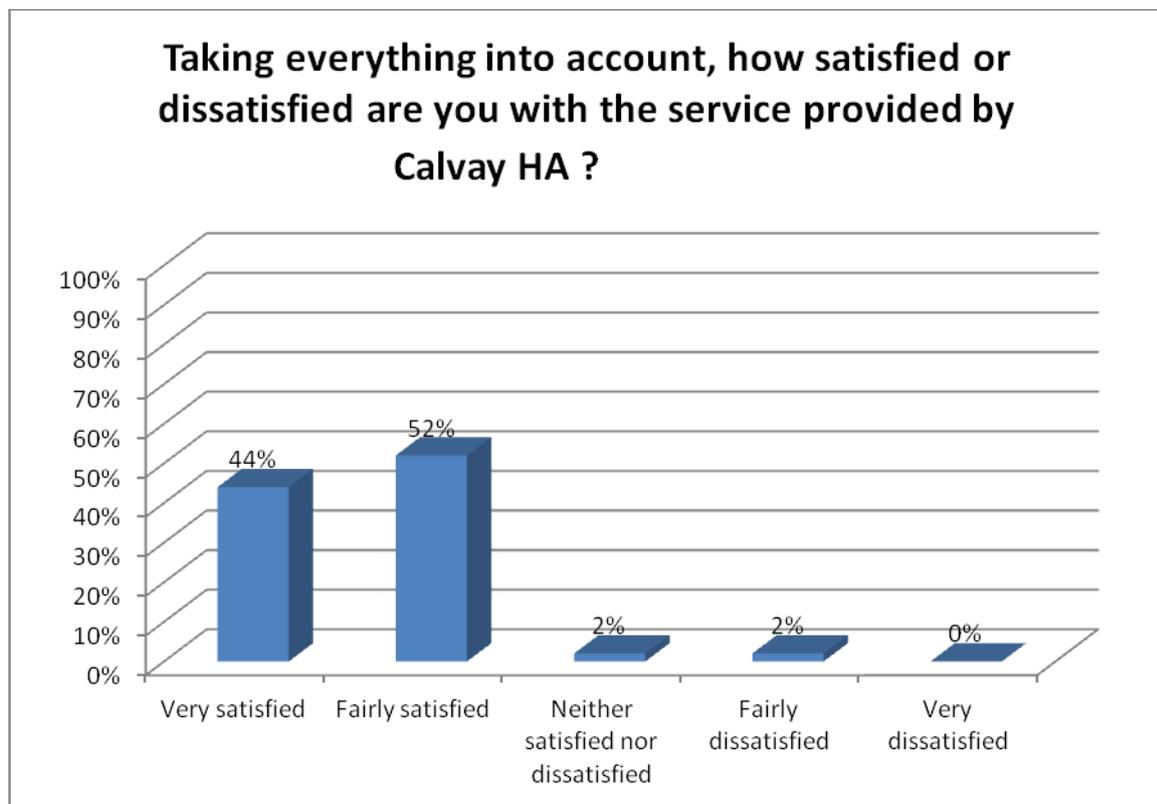
Tenant Satisfaction Survey

February 2017

1. Wider Role Solutions was commissioned to undertake a Tenant Satisfaction Survey on behalf of Calvay Housing Association.
2. In total 400 surveys were conducted in tenants' flats or houses during December 2016 and January 2017.
3. The survey addressed the normal range of issues concerning the various services offered by Calvay HA but extended to consider the views of tenants about how rents are set in Calvay HA and, finally, tenants were asked to give details of whether they work or receive benefits.
4. This is the third such survey completed for Calvay HA by Wider Role Solutions and each one has shown an improvement in levels of satisfaction.
5. A number of tenants commented on being pleased with recent investment.
6. There were questions from some tenants about details of window replacement investment.
7. There was some anxiety about comparing rents with other Easterhouse based Housing Associations as it was feared this might lead to higher rents.
8. The tenants of the Sheltered Housing complex were particularly pleased with recent investment.
9. When asked to give Calvay HA a mark out of between 1-10 ,87% scored the organisation at either 8,9 or 10.
10. A small number of tenants indicated concern about rent levels, particularly ones who live in New Build and who are not eligible for Housing Benefit

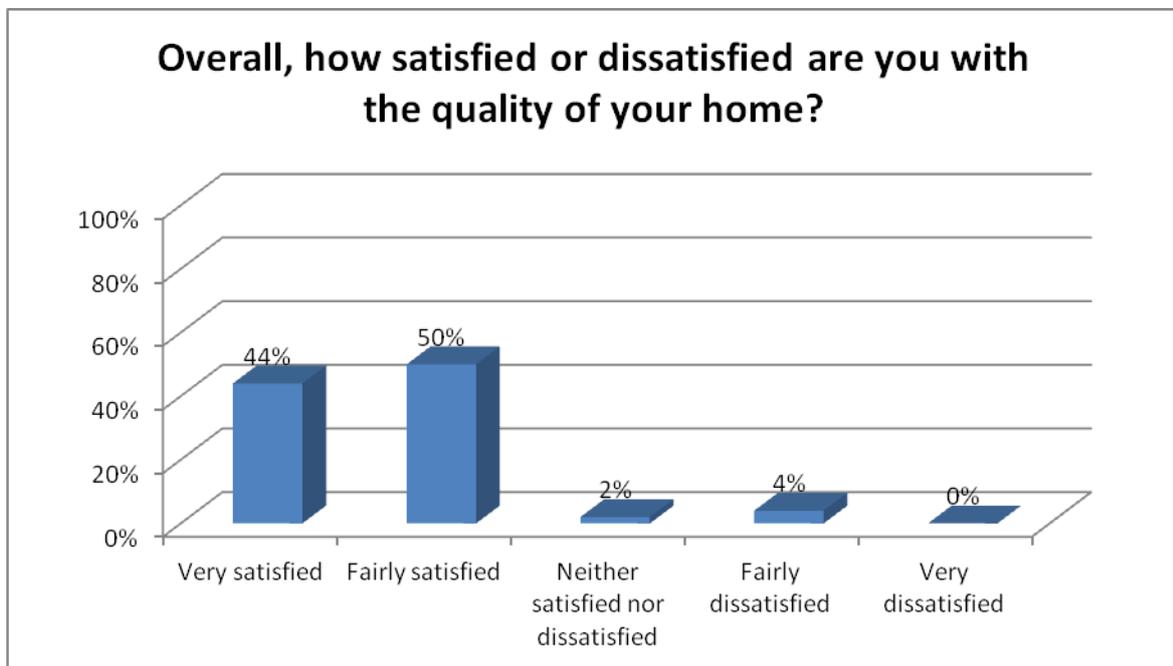
1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Calvay HA ?

Very satisfied	44%
Fairly satisfied	52%
Neither satisfied nor dissatisfied	2%
Fairly dissatisfied	2%
Very dissatisfied	0%



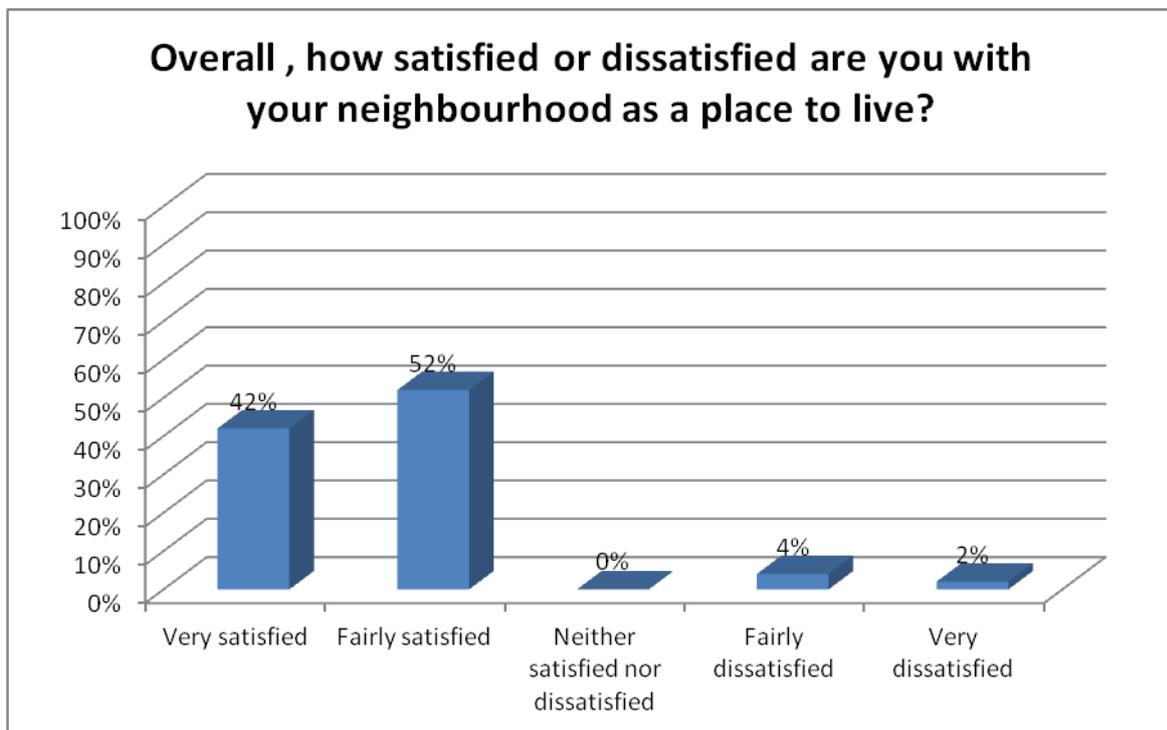
2. Overall, how satisfied or dissatisfied are you with the quality of your home?

Very satisfied	44%
Fairly satisfied	50%
Neither satisfied nor dissatisfied	2%
Fairly dissatisfied	4%
Very dissatisfied	0%



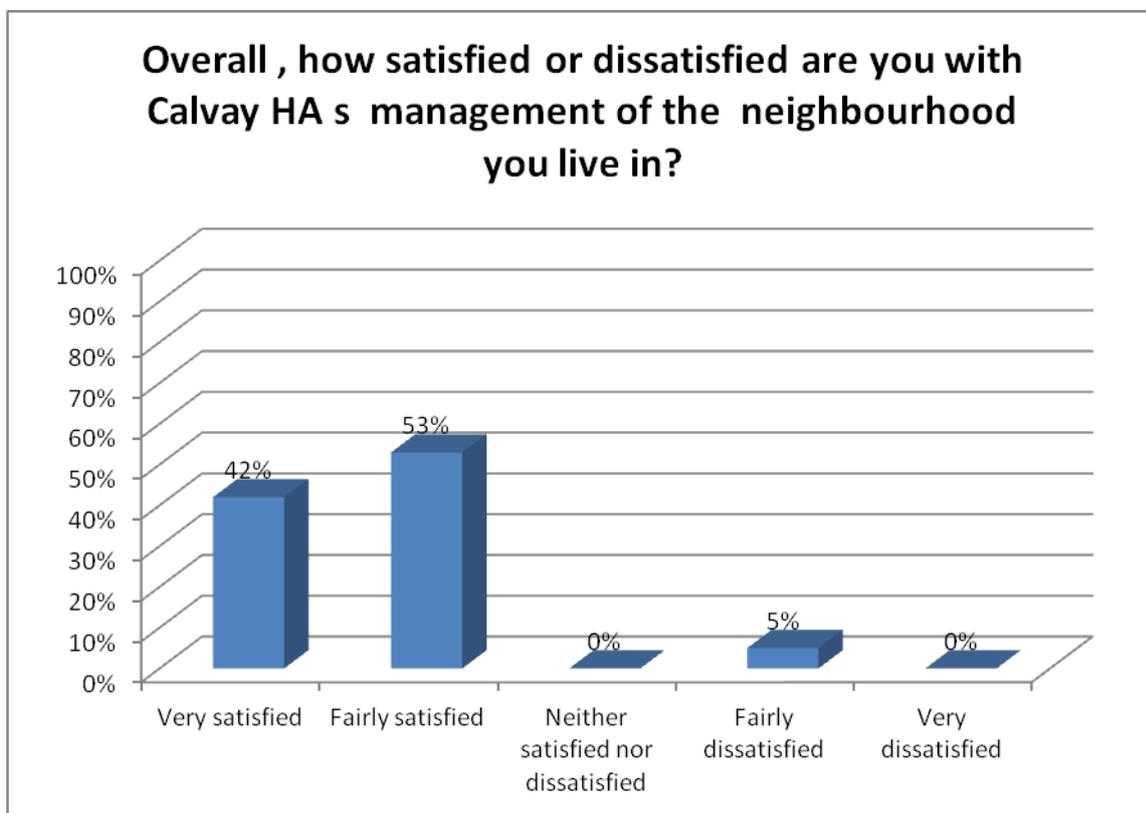
3. Overall , how satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied	42%
Fairly satisfied	52%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	4%
Very dissatisfied	2%



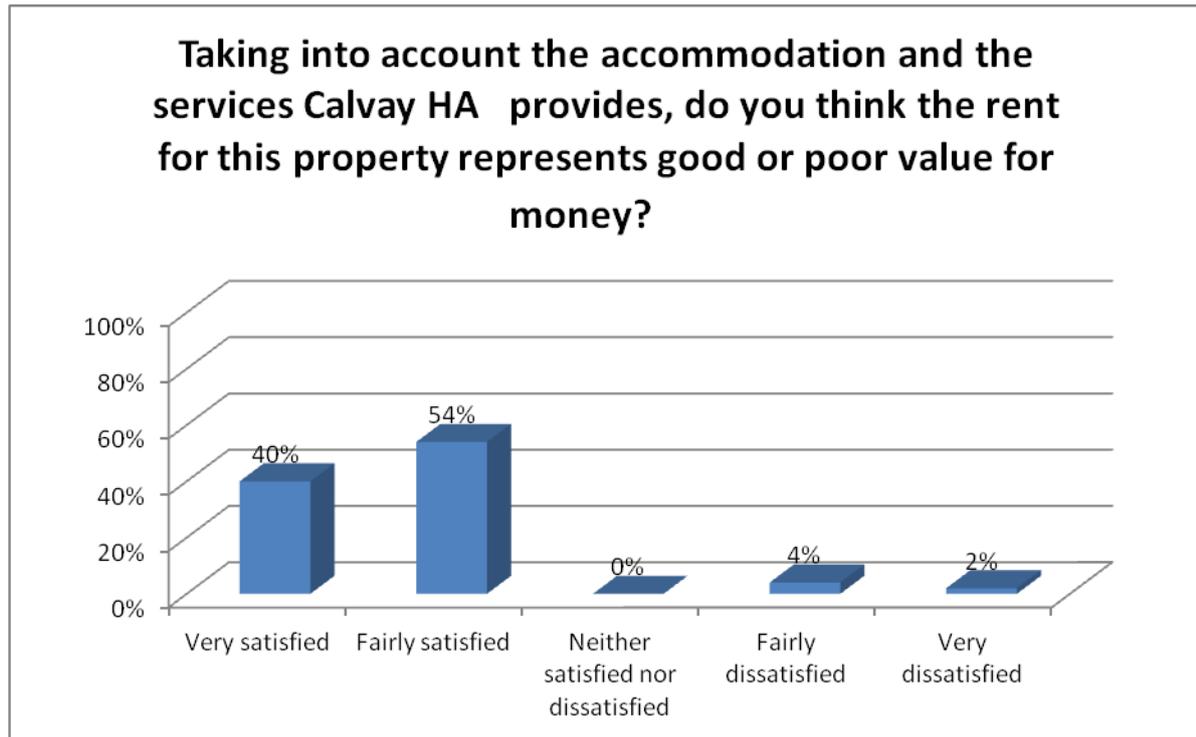
4. Overall , how satisfied or dissatisfied are you with Calvay HA s management of the neighbourhood you live in?

Very satisfied	42%
Fairly satisfied	53%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	5%
Very dissatisfied	0%



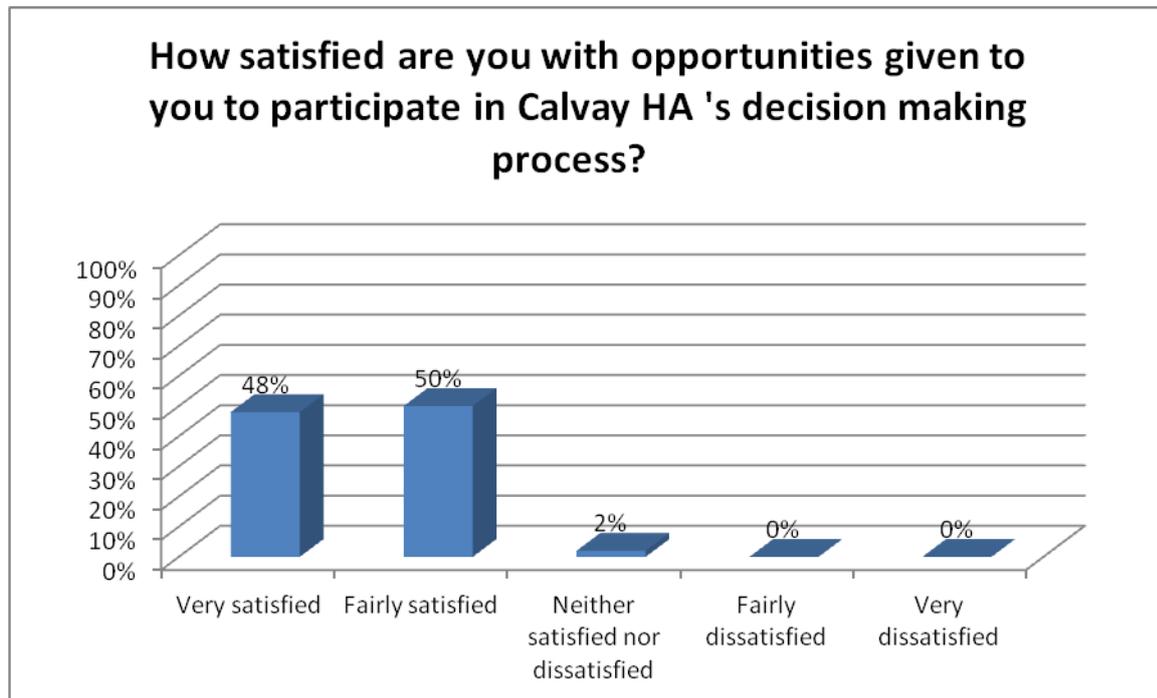
5. Taking into account the accommodation and the services Calvay HA provides, do you think the rent for this property represents good or poor value for money?

Very satisfied	40%
Fairly satisfied	54%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	4%
Very dissatisfied	2%



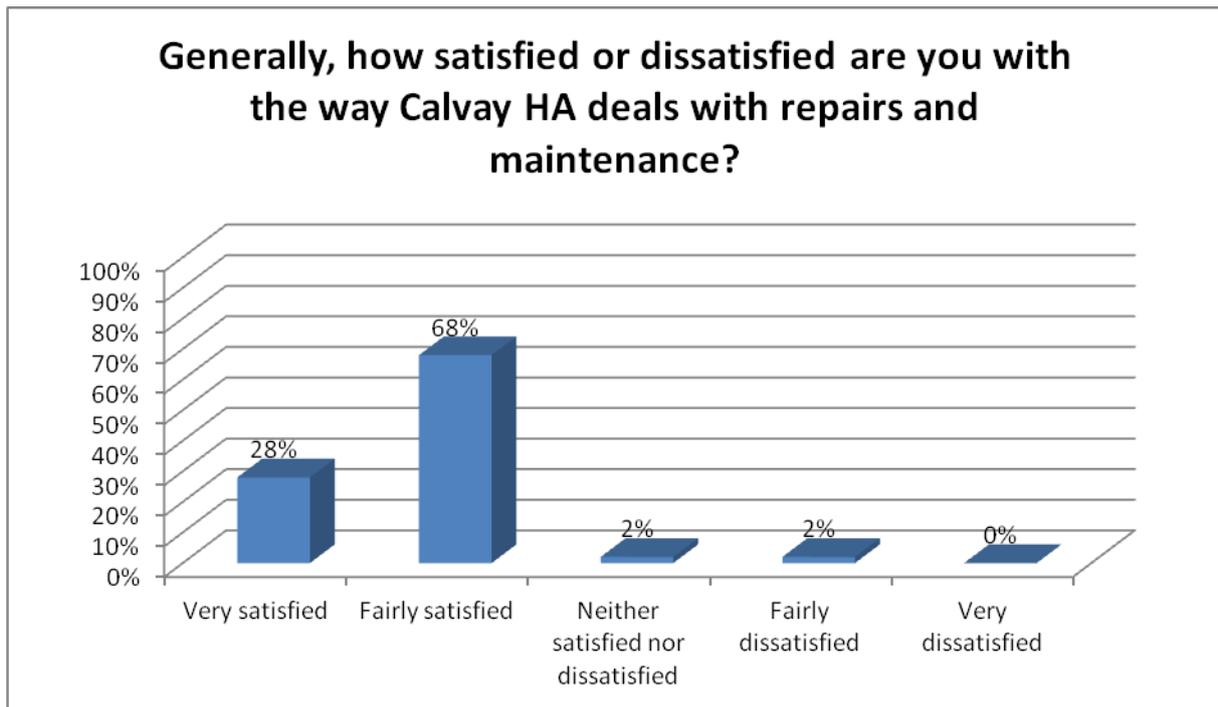
6. How satisfied are you with opportunities given to you to participate in Calvary HA 's decision making process?

Very satisfied	48%
Fairly satisfied	50%
Neither satisfied nor dissatisfied	2%
Fairly dissatisfied	0%
Very dissatisfied	0%



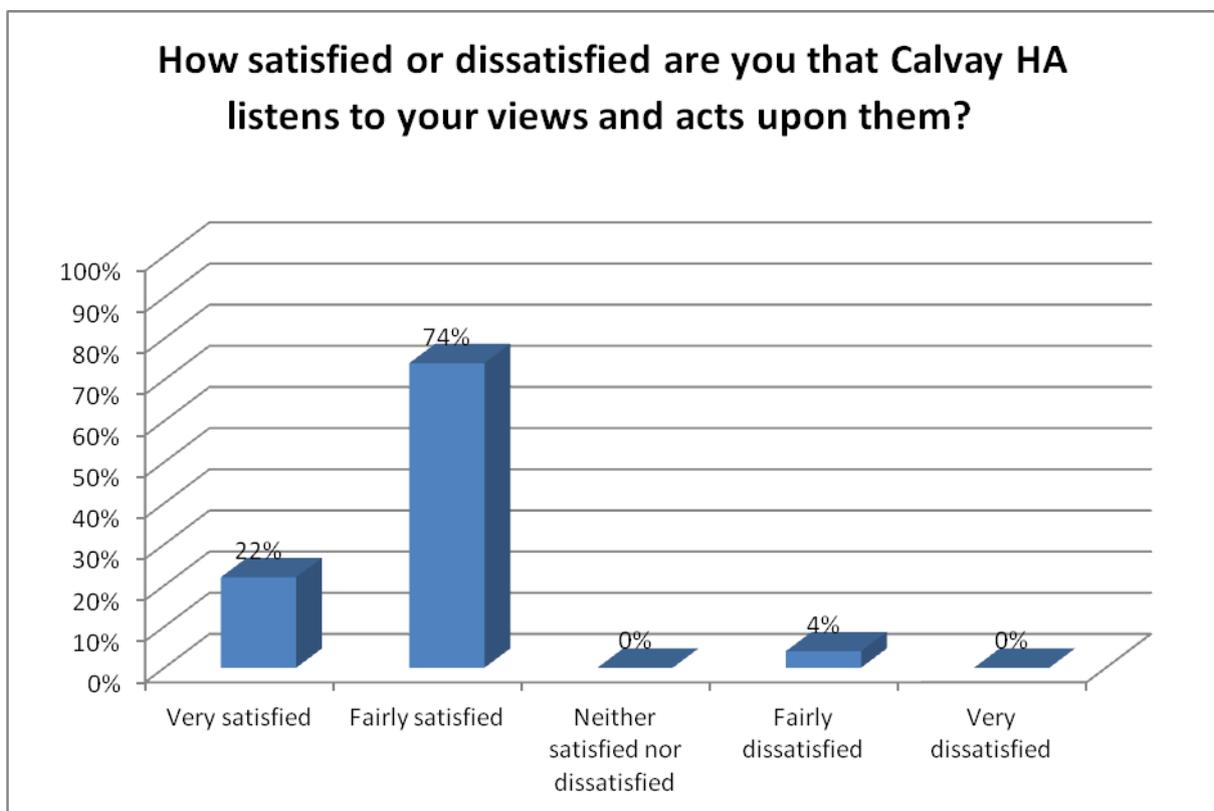
7. Generally, how satisfied or dissatisfied are you with the way Calvay HA deals with repairs and maintenance?

Very satisfied	28%
Fairly satisfied	68%
Neither satisfied nor dissatisfied	2%
Fairly dissatisfied	2%
Very dissatisfied	0%



8. How satisfied or dissatisfied are you that Calvay HA listens to your views and acts upon them?

Very satisfied	22%
Fairly satisfied	74%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	4%
Very dissatisfied	0%

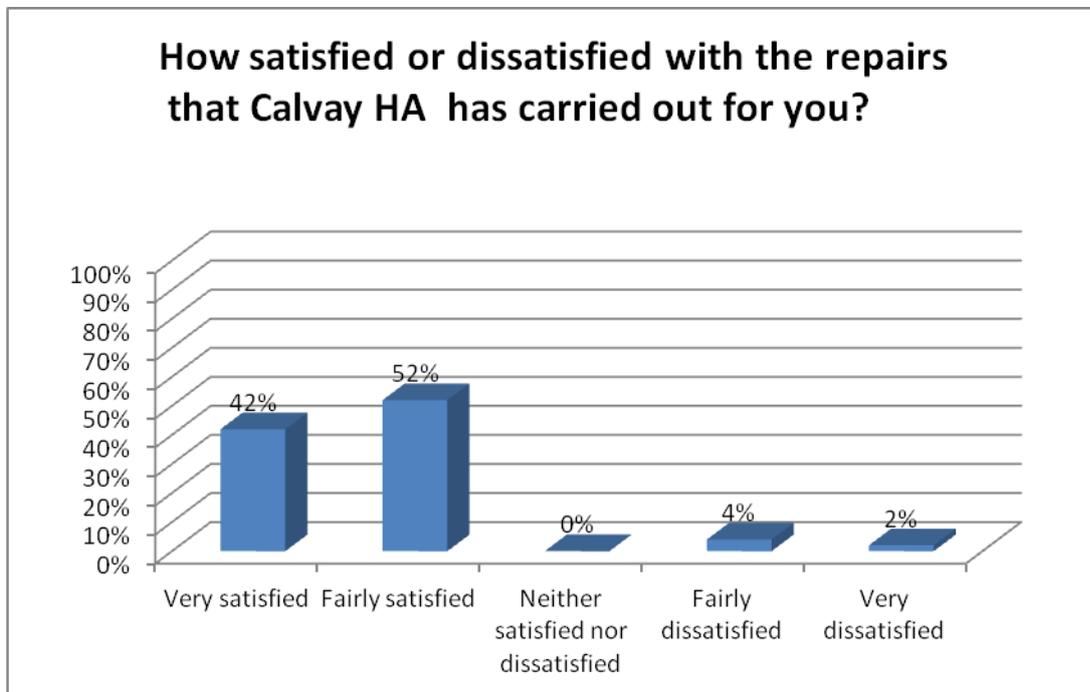


9. Have you had any repairs carried out in this property in the last 12 months?

Yes 80%

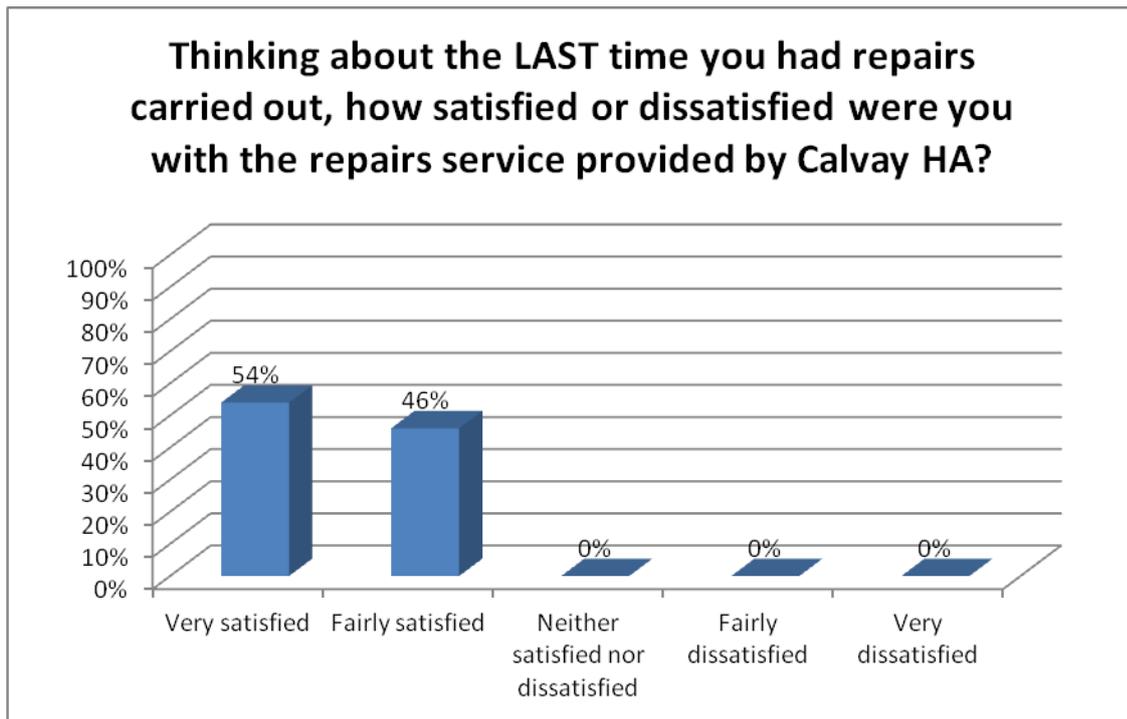
No 20%

Very satisfied	42%
Fairly satisfied	52%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	4%
Very dissatisfied	2%



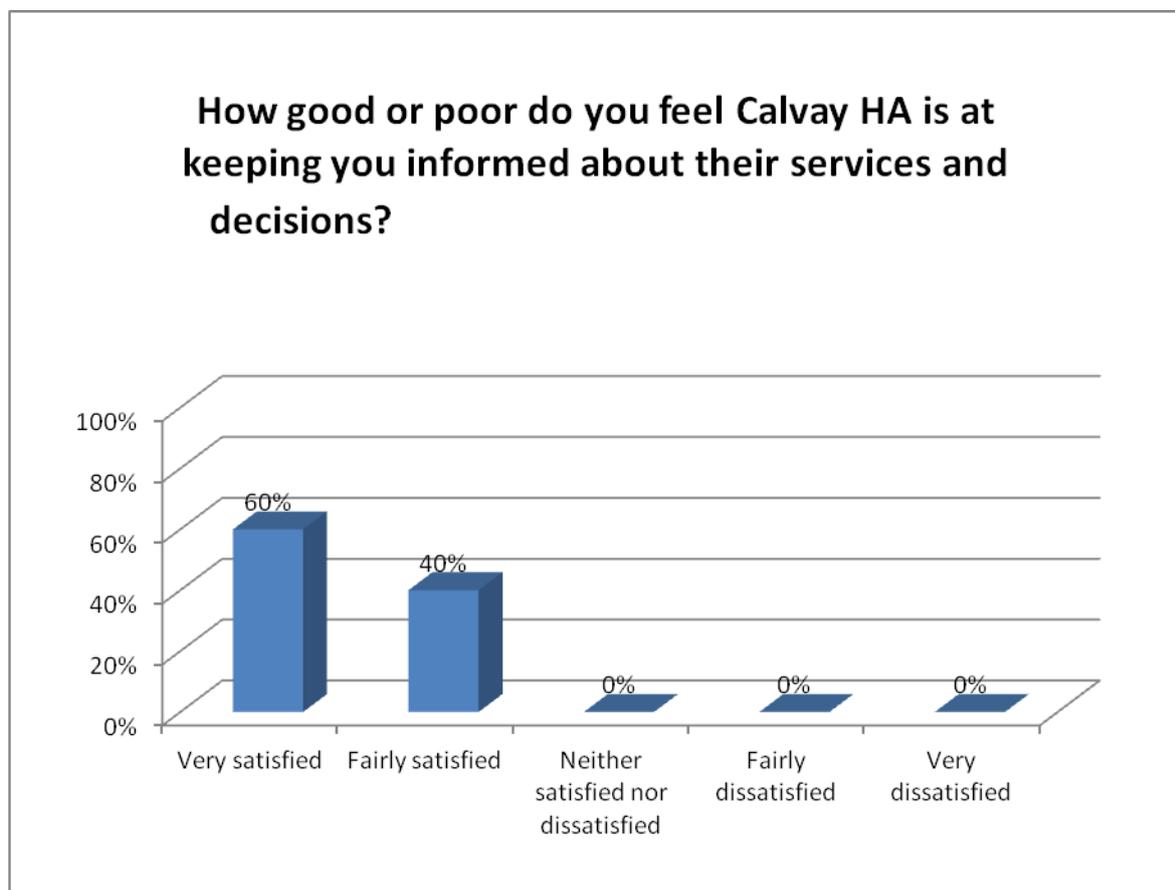
10. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Calvay HA?

Very satisfied	54%
Fairly satisfied	46%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	0%
Very dissatisfied	0%



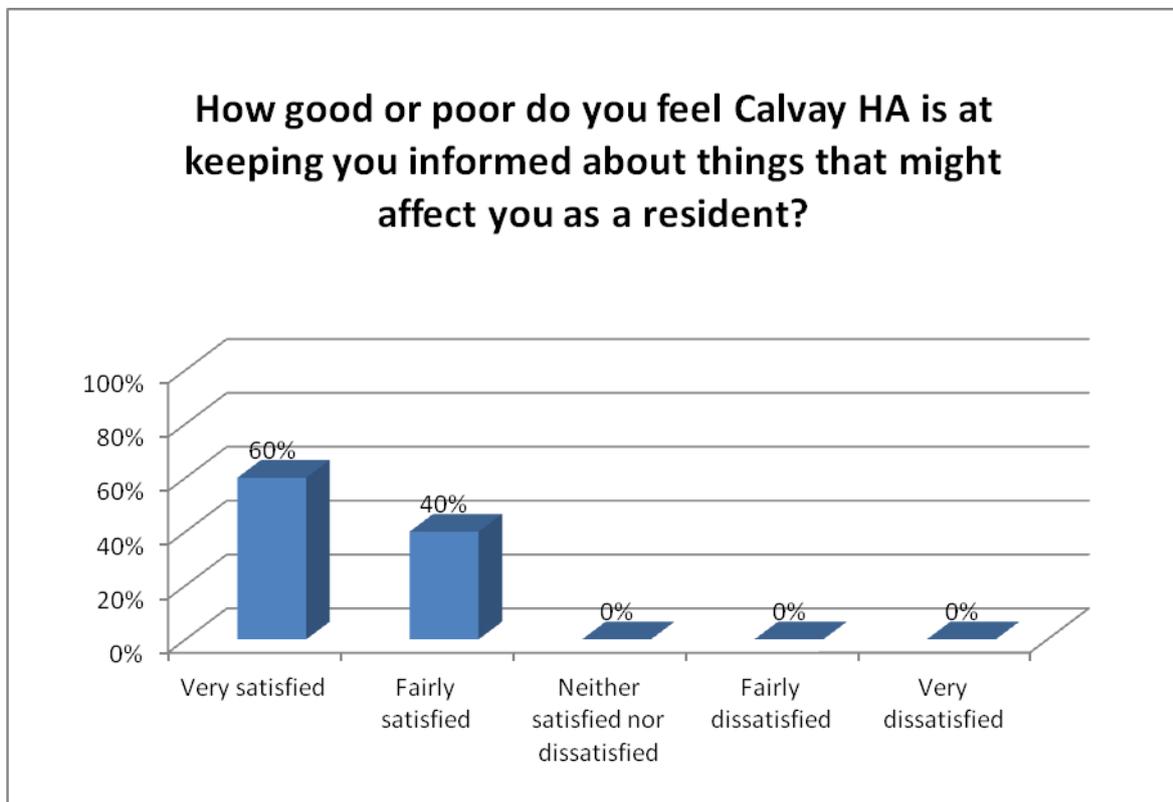
11. How good or poor do you feel Calvay HA is at keeping you informed about their services and decisions?

Very satisfied	60%
Fairly satisfied	40%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	0%
Very dissatisfied	0%



12. How good or poor do you feel Calvay HA is at keeping you informed about things that might affect you as a resident?

Very satisfied	60%
Fairly satisfied	40%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	0%
Very dissatisfied	0%

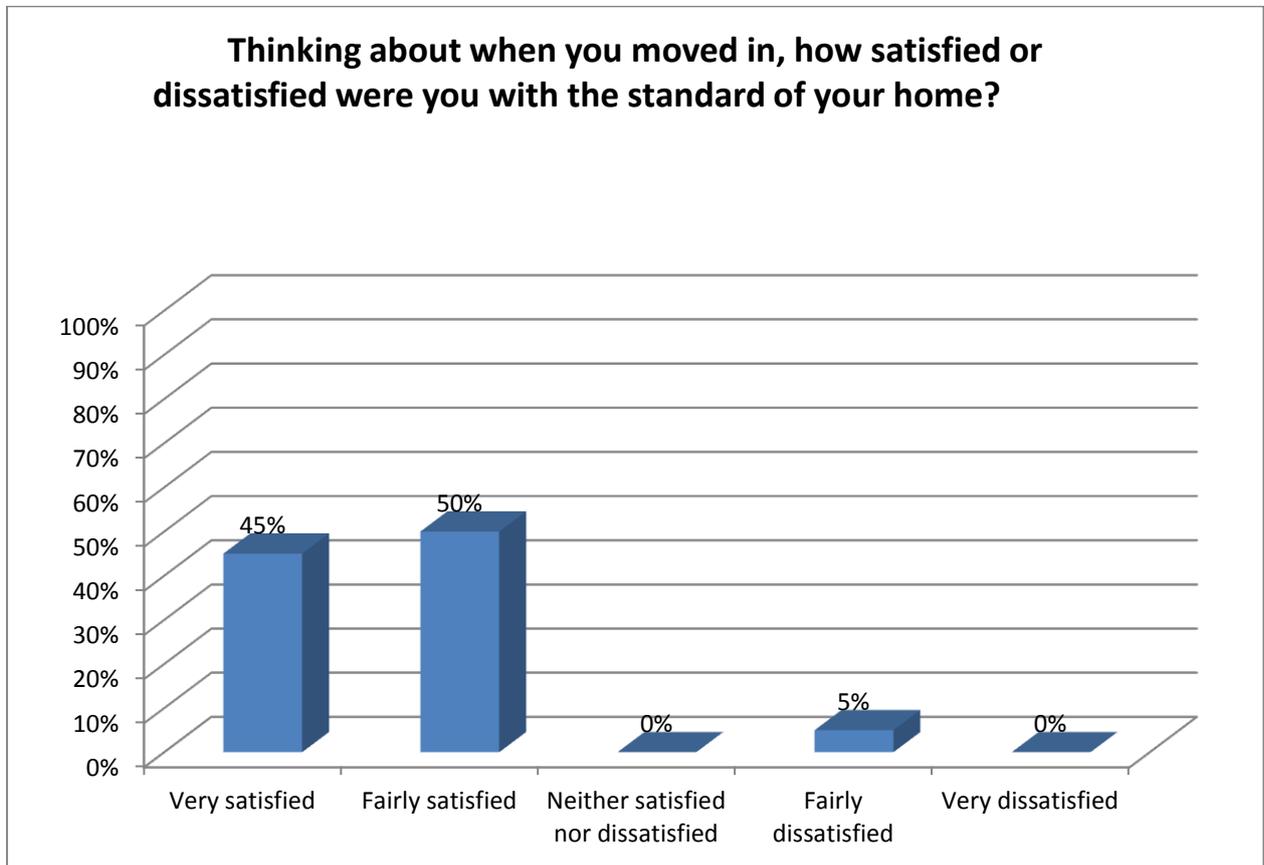


13. Did you move into the property in the last year, that is since November 2015?

20 tenants responded to this question.

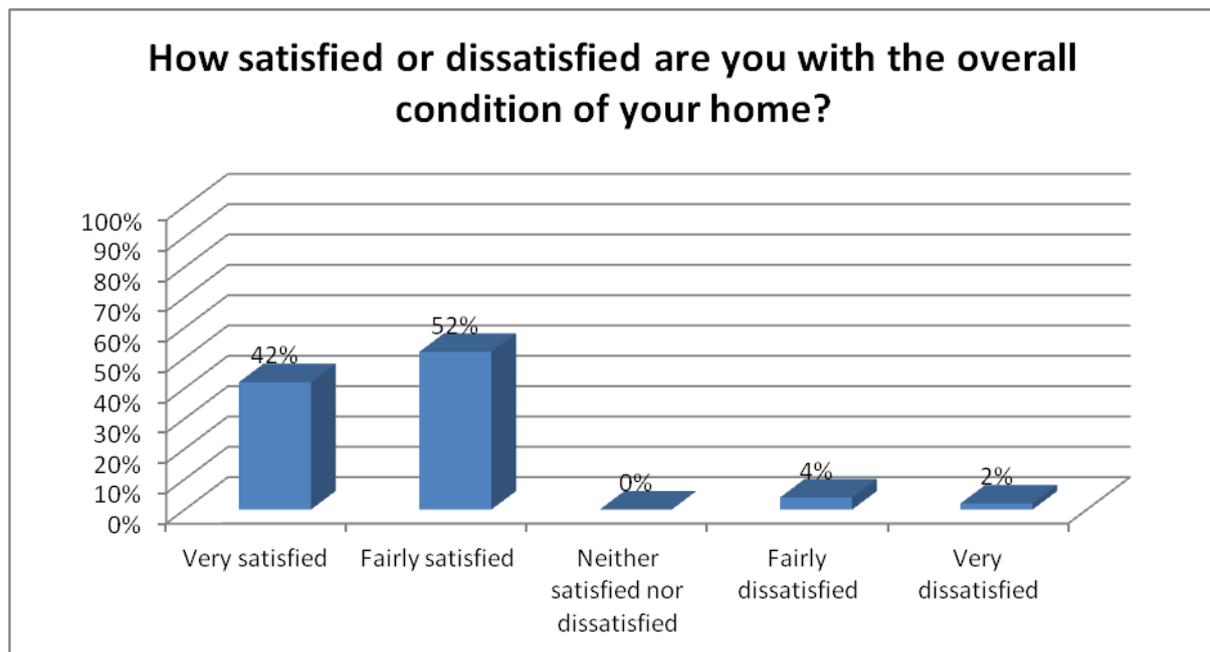
Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?

Very satisfied	45%
Fairly satisfied	50%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	5%
Very dissatisfied	0%



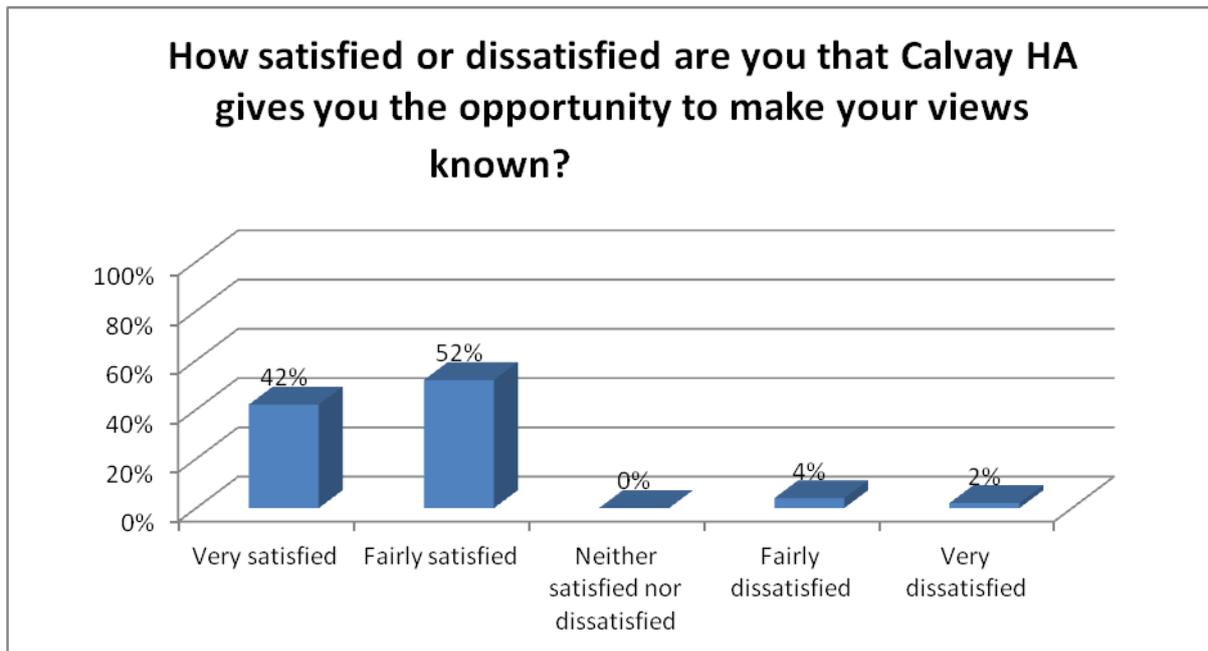
14. How satisfied or dissatisfied are you with the overall condition of your home?

Very satisfied	42%
Fairly satisfied	52%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	4%
Very dissatisfied	2%



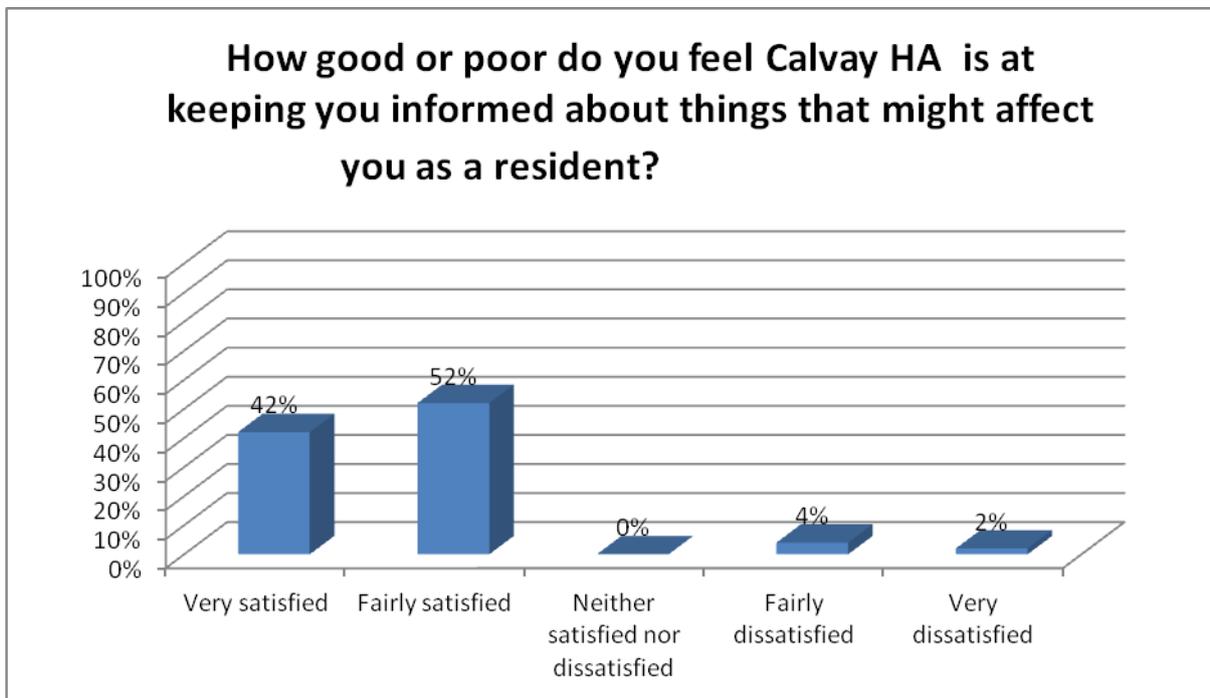
15. How satisfied or dissatisfied are you that Calvay HA gives you the opportunity to make your views known?

Very satisfied	42%
Fairly satisfied	52%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	4%
Very dissatisfied	2%



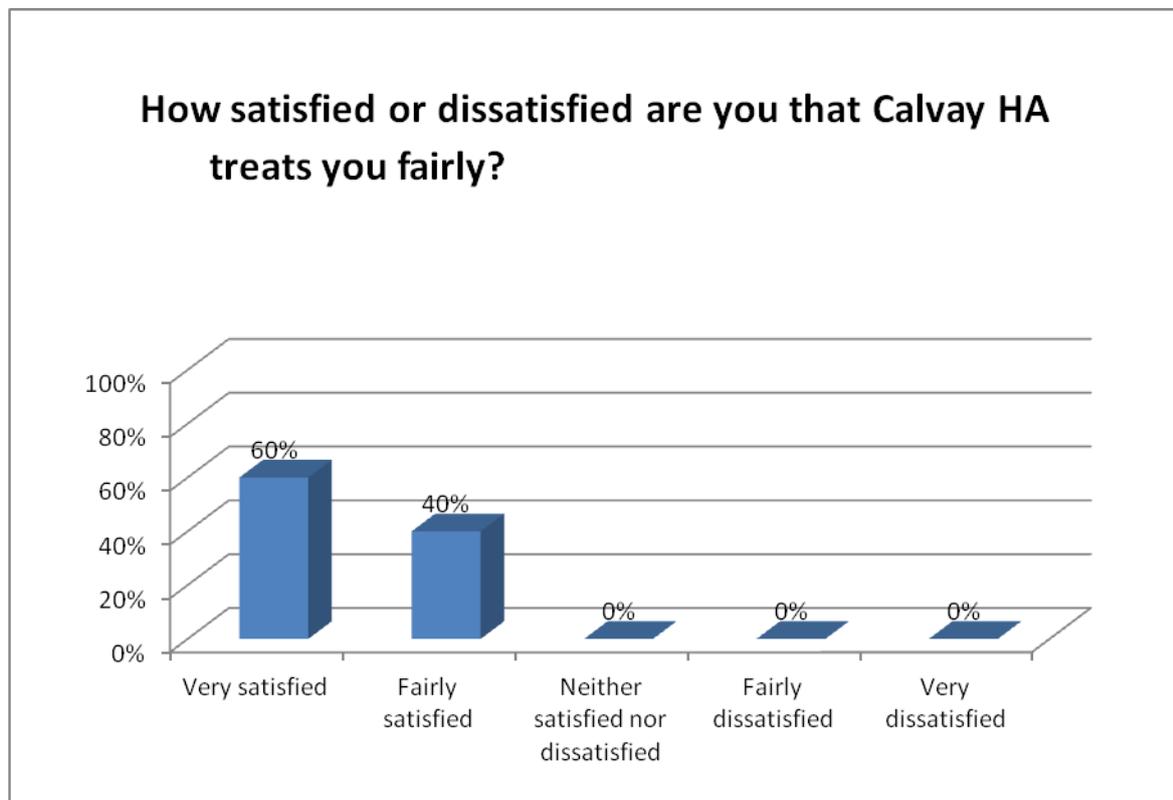
16. How good or poor do you feel Calvay HA is at keeping you informed about things that might affect you as a resident?

Very satisfied	42%
Fairly satisfied	52%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	4%
Very dissatisfied	2%



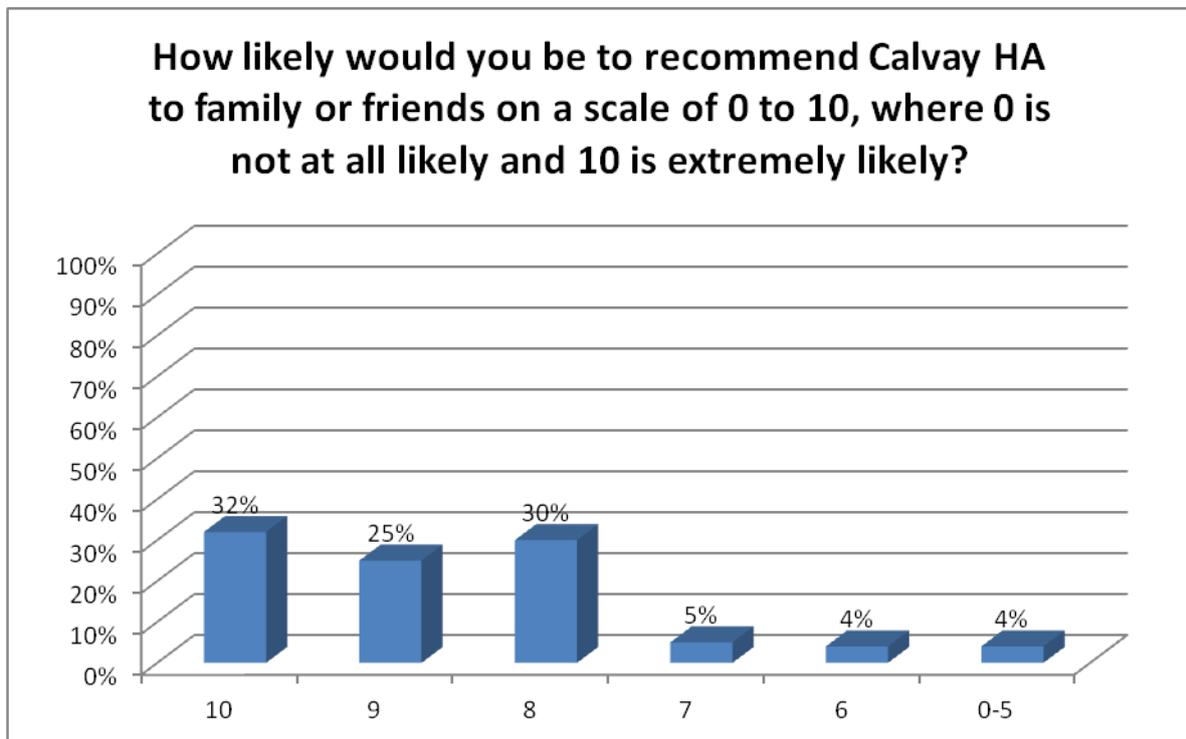
17. How satisfied or dissatisfied are you that Calvay HA treats you fairly?

Very satisfied	40%
Fairly satisfied	60%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	0%
Very dissatisfied	0%



18. How likely would you be to recommend Calvay HA to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

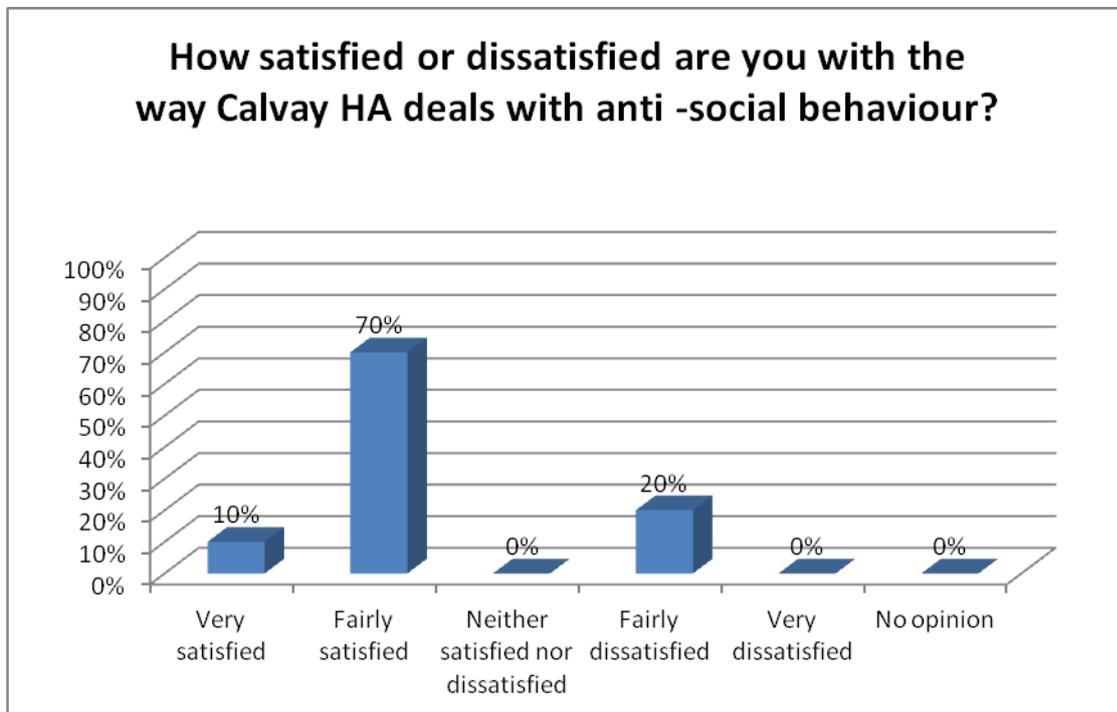
Score	Percentage
10	32%
9	25%
8	30%
7	5%
6	4%
0-5	4%



19. How satisfied or dissatisfied are you with the way Calvay HA deals with anti -social behaviour?

This was answered by 20 tenants.

Very satisfied	10%
Fairly satisfied	70%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	20%
Very dissatisfied	0%
No opinion	0%



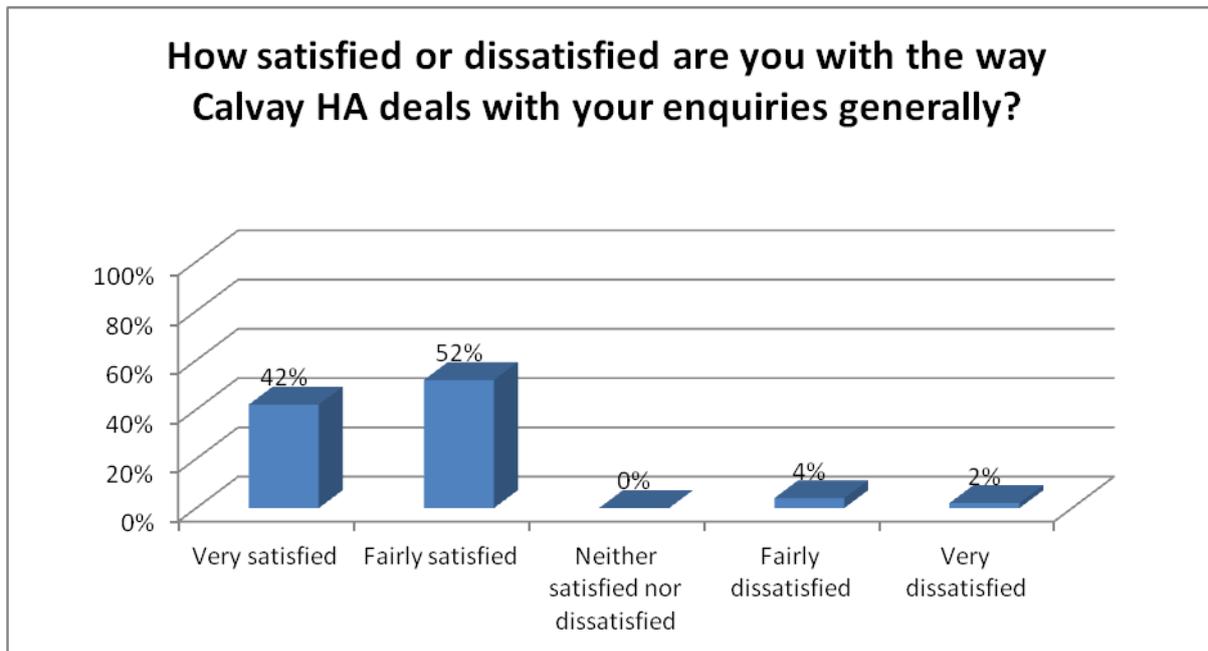
20. How satisfied or dissatisfied are you with the way Calvay HA deals with complaints?

Very satisfied	40%
Fairly satisfied	60%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	0%
Very dissatisfied	0%



21. How satisfied or dissatisfied are you with the way Calvay HA deals with your enquiries generally?

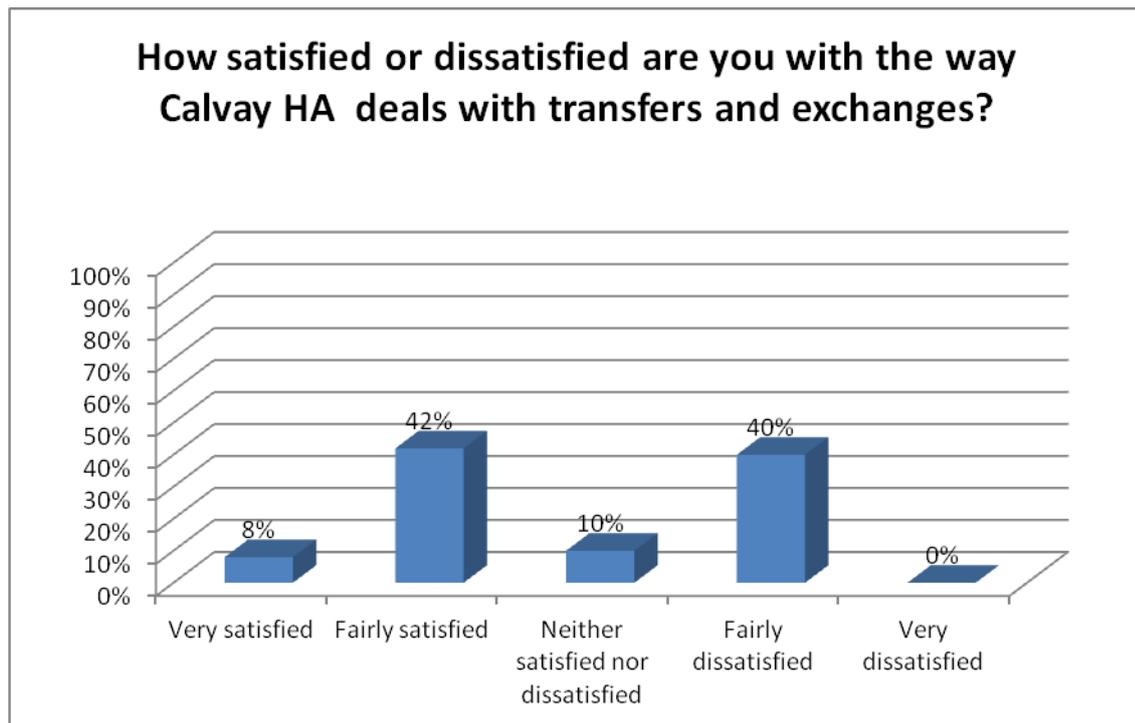
Very satisfied	42%
Fairly satisfied	52%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	4%
Very dissatisfied	2%



22. How satisfied or dissatisfied are you with the way Calvay HA deals with transfers and exchanges?

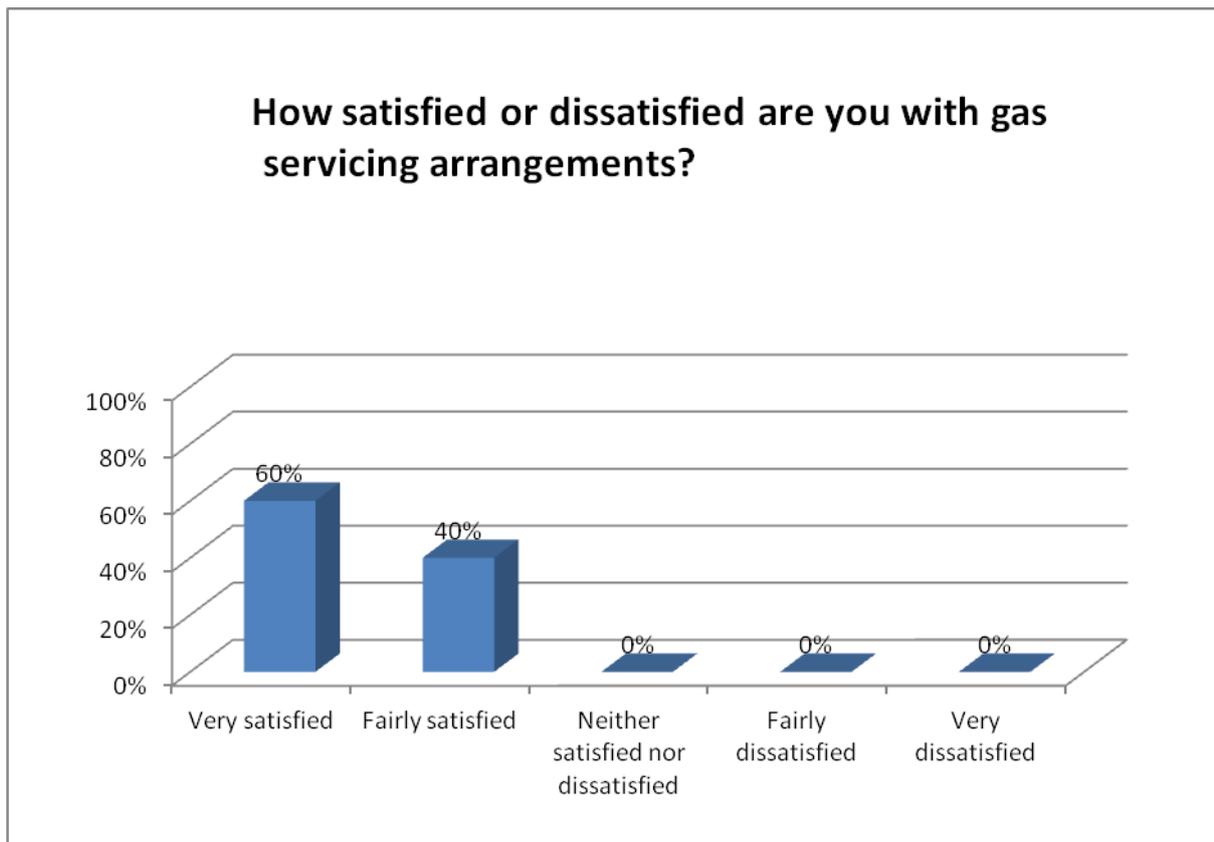
Only 20% of respondents had an opinion

Very satisfied	8%
Fairly satisfied	42%
Neither satisfied nor dissatisfied	10%
Fairly dissatisfied	40%
Very dissatisfied	0%



23. How satisfied or dissatisfied are you with gas servicing arrangements?

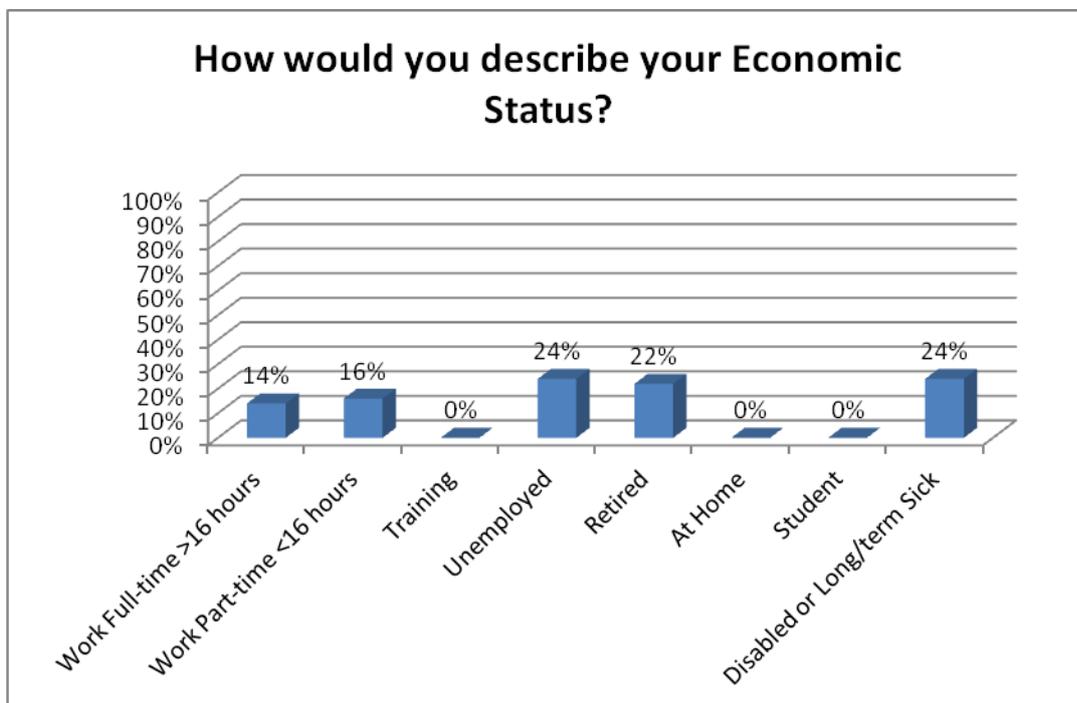
Very satisfied	60%
Fairly satisfied	40%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	0%
Very dissatisfied	0%



Specific section on Rents

	1 Not important at all	2. Not very important	3. Neither important or unimportant	4. Quite Important	5. Very important
People on a low wage should be able to afford the rent					100%
Rents should be similar to other housing associations in Easterhouse	25%				75%
Rents should take account of the number of bedrooms	15%				85%
Rents should take account of the type of property (house or a flat)	15%				85%
Rents should take account of whether the house/flat has a private garden	15%				85%
Rents should take account of whether additional services are provided, e.g. staircleaning, or bin store maintenance	15%				85%

24. How would you describe your Economic Status?



25. Do you receive any of the following benefits?

