

Report to: Management Committee – 13 February 2020
Prepared by: Stewart Pattison: Compliance Manager/Data Protection Officer
Subject: Residents' Survey

1. Introduction

- 1.1 The Management Committee was presented with an update on the 2019 Residents' Survey on 12 December 2019. Preliminary survey results were provided in that report.
- 1.2 This report provides a further update following the completion of the survey fieldwork and receipt of the final tenant and owner survey reports. Both reports have been issued electronically to committee members. (Focus Group work included for in the tender brief has still to be undertaken).

2. Survey Outcomes

Tenants

- 2.1 For the Annual Return on the Charter (ARC) indicators, the survey outcomes show an increase in satisfaction when comparing with the Association's 2014 survey. Satisfaction in six of the seven ARC indicators is higher, with one (satisfaction with being kept informed about services and decisions) remaining the same.
- 2.2 When comparing the Association with Scottish Registered Social Landlord Sector averages (2018/19), the Association scores higher on two indicators, lower on four and one is the same (See page 1 of the 'Final Tenant Report').

Owners

- 2.3 For the Factoring Service, only one indicator is reported for the ARC (Satisfaction with Yorkhill Housing Association's factoring service). Again the Association improved on the 2014 satisfaction level, up from 75% to 88%. The Registered Social Landlord Sector average 2018/19 is 64%. The satisfaction percentage is for 'very or fairly satisfied'.

3. Next Steps

- 3.1 Following receipt of the final reports for tenants and owners the Senior Management Team (SMT) met to discuss the outcomes on 29 January 2019.
- 3.2 Consensus is that, although feedback from residents indicates a high level of satisfaction with the Association, some areas for improvement should be considered. For example the 'satisfaction with being kept informed about

services and decisions' is below the Scottish Registered Social Landlord Sector average. The Scottish Average is 93%, Yorkhill Housing Association is 91%. This is despite the number of ways that the Association communicates with residents and the opportunities available to participate.

- 3.3 Also apparent is the concern regarding bulk, bins, litter and back-courts.
- 3.4 It is the intention therefore to drill down on these, and other identified areas, to determine what is expected and what the Association can do. The vehicle for drilling down further will be the focus groups included for in the overall survey brief. Following feedback from the SMT, the Association's Compliance Manger will meet with Knowledge Partnership on Friday 7 February 2020 when Focus Group questions will be finalised. Thereafter focus groups will be convened. It is anticipated that the outcome of the focus groups will inform how the Association approaches identified areas for improvement.
- 3.5 The SMT meeting identified the following areas for further discussion by the focus groups and thereafter through regular discussion with relevant YHA staff:

All residents

- Customer engagement and participation methodologies
- Communication
- Neighbourhood management
- Website information and accessibility
- YHA's allocations policy

Tenants Only

- Quality of housing
- Energy efficiency

Owners only

- Management fee levels
- Common services and value

4. Recommendation

- 4.1 It is recommended that Committee note the content of this report.