



Annual Satisfaction Survey – The Results Are In

WE'D LIKE to say a big 'thank you' to everyone who took the time to complete our annual satisfaction survey. You might remember the survey was included with the Spring edition of the newsletter. It asked nine simple questions to assess your views on some key service areas and issues, including repairs and maintenance, neighbourhood management, the quality of our homes, and value for money.

We were very pleased to receive almost 600 responses - 200 more than the number that took part in the same survey last year. Commenting on the results, Business Services Director Garry Savage explained, "In general, the results were very similar to those we achieved last year, with very small changes in the overall levels of satisfaction. The most notable area of improvement was our repairs and maintenance

service. We were also encouraged to see an increase in those saying they are "Very Satisfied" (as opposed to "Fairly Satisfied") with our overall service; and in the proportion of new tenants saying they were "Very Satisfied" with the standard of their new home when moving in."

He added, "We are committed to continuous improvement however, and know there are always things we can do better. We noticed for example, a slight decrease in the levels of overall satisfaction with the opportunities we provide for tenant and resident participation; and in the proportion of tenants who feel their rent offers value for money. A number of people also made additional comments that have proved particularly useful in helping us identify specific local issues and other aspects of our service where there is room for improvement."

The Results at a Glance

Issue	Last Year (%)	This Year (%)
Tenants "Very Satisfied" or "Fairly Satisfied" with participation opportunities	79.3	76.6
Tenants who feel Caledonia is "Very Good" or "Fairly Good" at keeping them informed about services and decisions	91.4	90.9
New tenants (within past year) "Very Satisfied" or "Fairly Satisfied" with the standard of their home when moving in	88.5	88.2
Tenants "Very Satisfied" or "Fairly Satisfied" with the quality of their home	79.1	78.8
Tenants "Very Satisfied" or "Fairly Satisfied" with our repairs and maintenance service (within past 12 months)	78.5	85.2
Tenants "Very Satisfied" or "Fairly Satisfied" with neighbourhood management	81.6	80.7
Tenants that feel their rent offers "Very Good" or "Fairly Good" value for money	85.9	82.9
Tenants "Very Satisfied" or "Fairly Satisfied" with overall service provided by Caledonia	87.7	85.7

We'll be doing a number of things over the course of this year which we hope will help us meet tenant expectations, and will result in increased levels of satisfaction:

- Our Tenant Participation Strategy will be reviewed to make sure we are providing the range and type of involvement opportunities that are wanted. The Tenant Scrutiny Panel will be closely involved with this work. We'll be working hard to raise awareness of these opportunities.
- We'll be continuing to carefully monitor the performance of our repairs and maintenance contractors and routinely discussing any issues with them. We'll be continuing to ask tenants for their feedback on service quality as part of this.
- We are aiming to launch our new Estates Service in the Autumn. This will include a small repairs service; and will help us respond better and more quickly to local issues.
- Remaining improvement works, which will result in all our properties meeting the Scottish Housing Quality Standard, will be completed. Our ongoing maintenance programmes will see us commit over £3million to further improving our housing stock.
- We'll be consulting widely and in detail as part of our annual budget setting process, to ensure future rents remain affordable. (This year rents increased by less than inflation.) We are also working hard to be efficient as an organisation and keep our costs as low as possible.
- We will be carrying out a major piece of research to develop our knowledge and understanding of customer needs and aspirations. We'll also be putting together a new Customer Services Strategy that takes account of the results of this.

Our Business Plan contains further information on these and other planned activities. A summary of this is available at our website (www.caledoniaha.co.uk) or from us on request.

And Finally...

Congratulations to Mrs Josephine Wyllie of Forfar who was the lucky winner in our prize draw, and will shortly be receiving £50 in shopping vouchers.

