



89 Lomondside Avenue • Clarkston • Glasgow G76 7UH
t: 0141 577 5933 m: 0778 772 0766 e: widerrolesolutions@yahoo.co.uk

Calvay Housing Association
Tenant Satisfaction Survey
April 2023

Report prepared by Gerry Scott, Director, Wider Role Solutions.

April 2023.

Regulatory Questions

Additional Questions

DRAFT

Wider Role Solutions was invited to carry out a Tenant Satisfaction Survey for Calway HA. The survey was conducted either face to face or by telephone with tenants during March 2023. In total, 320 Calway tenants took part in the survey representing a 40% response rate. The questions asked covered two broad themes; Part 1 were questions that relate to the Annual Return on the Charter (ARC) as required by the Scottish Housing Regulator and Part 2 was a set of questions relating to internet usage, how tenants pay for gas and electricity, whether tenants have problems with mould and whether or not they would like to join a Scrutiny Panel.

Surveys were conducted at the Tenants home or by phone.

The methodology and approach adopted in carrying out the tenant satisfaction survey followed the requirements and recommendations set out in the 2016 Ipsos Mori Scotland report entitled; conducting surveys of tenants and service users – a guide, prepared for the Scottish Housing Regulator and its recent revision.

Tenants who indicated that they suffer from mould and tenants who indicated that they would consider joining a scrutiny panel were advised that their details would be given to Calway HA .

Most tenants who said they had been without gas or electricity for more than one day also stated that they had managed to restore the supply by the next day.

Part One

Regulatory Questions

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

Very Satisfied	34.37%	110
Fairly Satisfied	56.56 %	181
Neither satisfied nor dissatisfied	2.81%	9
Fairly Dissatisfied	6.25%	20
Very Dissatisfied	0%	0
No Opinion	0%	0

Question 2 - How good or poor do you feel Calvay HA is at keeping you informed about their services and decisions?

Very Good	53.75%	172
Fairly Good	41.875%	134
Neither Good nor Poor	1.25%	4
Fairly Poor	3.125%	10
Very Poor	0%	0

Question 3 - How satisfied or dissatisfied are you with opportunities given to you to participate in Calvay HA s decision making process?

Very Satisfied	63.75%	204
Fairly Satisfied	29.375 %	94
Neither satisfied nor dissatisfied	3.75%	12
Fairly Dissatisfied	3.125 %	10
Very Dissatisfied	0%	0

Question 4 - Overall how satisfied or dissatisfied are you with the quality of your home?

Very Satisfied	38.44%	123
Fairly Satisfied	49.69%	159
Neither satisfied nor dissatisfied	1.25 %	4
Fairly Dissatisfied	10.62%	34
Very Dissatisfied	0%	0

Question 5 - Have you had any repairs carried out in this property in the last 12 months?

Yes	46.88%	150
No	53.12%	170

Question 6 - 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	50.67%	76
Fairly Satisfied	40%	60
Neither satisfied nor dissatisfied	0 %	0
Fairly Dissatisfied	9.33%	14
Very Dissatisfied	0%	0

Question 7 - Taking into account the accommodation and the services Calvay HA provides, to what extent do you think that the rent for this property represents good or poor value for money. Is it

Very Good	28.75%	92
Fairly Good	61.875%	198
Neither Good nor Poor	1.875 %	6
Fairly Poor	7.5 %	24
Very Poor	0%	0

Question 8 - Overall, how satisfied or dissatisfied are you with Calvay HA s contribution to the management of the neighbourhood you live in?

Very Satisfied	46.875%	150
Fairly Satisfied	41.875%	134
Neither satisfied nor dissatisfied	3.125%	10
Fairly Dissatisfied	8.125%	26
Very Dissatisfied	0%	0

Part 2

Additional Questions

Question 9 - Do you have internet access?

Yes	85.625%	274
No	14.375%	46

Question 10 - Do you use a laptop/tablet/home computer?

Yes	59.12%	162
No	40.88 %	112

Question 11- Do you know there is an IT suite next to Calvay HA s office?

Yes	72.5 %	232
No	27.5%	88

Question 12 – Do you have a gas prepayment meter?

Yes	55%	176
No	45 %	144

Question 13 – Have you been without gas for more than 1 day?

Yes	9.375%	30
No	45.625%	146
N/A	45%	144

Question 14 – Do you have an electric prepayment meter?

Yes	48.44 %	155
No	51.56 %	165

Question 15 – Have you been without electricity for more than a day?

Yes	8.12%	26
No	40.31 %	129
N/A	51.56%	165

Question 16 – Does your property have mould?

Yes	10.62%	34
No	89.38%	286

Question 17- Would you like to join a scrutiny panel?

Yes	7.81%	25
No	92.19%	295