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**Calvay Housing Association**  
**Factored Owners Satisfaction Survey**  
**May 2023**

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

May 2023.

**Regulatory Questions**

**Additional Questions**

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Wider Role Solutions was invited to carry out a Satisfaction Survey of Factored Owners on behalf of Calway HA. The survey was conducted by telephone during late April and early May 2023. In total, 50 Factored Owners took part in the survey representing a response rate of roughly 40%.

The questions asked covered two broad themes; Part 1 was the question for the Annual Return on the Charter (ARC) as required by the Scottish Housing Regulator and Part 2 consisted of number of more general questions relating including whether or not Factored Owners would like to join a Scrutiny Panel.

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.

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**Part One**  
**Regulatory Questions**

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

Very Satisfied	18 %	9
Fairly Satisfied	38 %	19
Neither satisfied nor dissatisfied	10 %	5
Fairly Dissatisfied	20 %	10
Very Dissatisfied	10%	5
No Opinion	4 %	2

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## **Part 2**

### **Additional Questions**

**Question 2 – Do you think that the Management Fee for this property represents good or poor value for money. Is it .....**

Very Good	12 %	6
Fairly Good	18 %	9
Neither Good nor Poor	30 %	15
Fairly Poor	40 %	20
Very Poor	0%	0

**Question 3- Do you have internet access?**

Yes	94 %	47
No	6 %	3

**Question 4- Have you had difficulty heating your home in the last 12 months?**

Yes	24%	12
No	62%	31
N/A	14 %	7

**Question 5-Which services could be improved?**

Backcourt Cleaning	2%	1
Better workmanship	2%	1
Cut Newsletter	2%	1
Cut Management Fee	6%	3
Staircleaning	2%	1
Cancel bulk uplift charge	2%	1
More blue bins	2%	1
Remove close lighting charge	2%	1
Share quotes for work	2%	1
Garden maintenance	2%	1
No response	76%	38

**Question 6– Would you like to see any new services introduced ?**

Yes	0 %	0
No	100 %	50

**Question 7- Would you like to join a scrutiny panel?**

Yes	22 %	11
No	78 %	39

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