



**Calvay Housing Association
Tenant Satisfaction Survey**

May 2020

1. Wider Role Solutions was commissioned to carry out a Tenant Satisfaction Survey on behalf of Calvay Housing Association.
2. WRS has conducted many similar surveys for various HA s in previous years including Calvay HA
3. The survey had a target of 40% of tenants to comply with guidance set out by Scottish Housing Regulator. This was achieved by surveying 330 tenants.
4. The survey was originally to be done face to face but with the Coronavirus Emergency it was agreed to switch to a telephone survey.
5. The telephone survey was conducted during the period 28 April to 15 May 2020.
6. Tenants who responded were generally quite receptive to the survey, only a few refused.
7. Tenants occasionally raised issues that needed attention and these were brought to the attention of Calvay HA by e mail.
8. One question was not well received by tenants at the start of the survey, this asked about household income. As most tenants declined to respond the question was omitted.
9. Tenants at the Sheltered Housing complex highlighted the need for investment in the property. It was also noted that the rent for the complex has been frozen.
10. As the survey was done by telephone, and many tenants use mobile phones, it was sometimes necessary to arrange to call a second time if a tenant was driving or otherwise engaged.
11. There was tremendous enthusiasm for the service delivered by the Welfare Rights Service.
12. Some tenants indicated that there were various ways to communicate with them but only one was listed

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

Very satisfied	46% (152)
Fairly satisfied	50% (165)
Neither satisfied nor dissatisfied	1% (3)
Fairly dissatisfied	3% (10)
Very dissatisfied	0%

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

Very good	48% (159)
Fairly good	50% (165)
Neither good nor poor	1% (3)
Fairly poor	1% (3)
Very poor	0%

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

Very satisfied	91% (300)
Fairly satisfied	7% (24)
Neither satisfied nor dissatisfied	1% (3)
Fairly dissatisfied	1% (3)
Very dissatisfied	0%

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

Very satisfied	36% (119)
Fairly satisfied	60% (198)
Neither satisfied nor dissatisfied	1% (3)
Fairly dissatisfied	3% (10)
Very dissatisfied	0%

5. Have you had any repairs in the last 12 months?

Yes	44% (152)
No	56% (178)

6. Thinking about the last time you had repairs carried out how satisfied or dissatisfied are you with the repairs service provided by Calvay HA?

Very satisfied	82% (125)
Fairly satisfied	12% (18)
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	6% (9)
Very dissatisfied	0%

7. Taking into account the accommodation and the services your landlord provides, to what extent do you think that the rent for this property represents good or poor value for money?

Very good	50% (165)
Fairly good	43% (142)
Neither good nor poor	1% (3)
Fairly poor	6% (20)
Very poor	0%

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

Very satisfied	65% (215)
Fairly satisfied	30% (99)
Neither satisfied nor dissatisfied	1% (3)
Fairly dissatisfied	4% (13)
Very dissatisfied	0%

9. How many cars or vans are there in the household?

0	61% (202)
1	33% (109)
2	6% (19)
3	0%

10. Have you made a complaint to Calvay HA in the last 12 months?

Yes	12 % (40)
No	88 % (290)

11. Were you satisfied or dissatisfied with the way your complaint was dealt with?

Very satisfied	42.5% (17)
Fairly satisfied	35% (14)
Neither satisfied nor dissatisfied	2.5 % (1)
Fairly dissatisfied	17.5% (7)
Very dissatisfied	0%
Too soon to answer	2.5% (1)

12. Are you aware of the Welfare Rights Service?

Yes	78 % (257)
No	22 % (73)

13. If you used the WRS how satisfied or dissatisfied were you?

Very satisfied	100%(86)
Fairly satisfied	0%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	0%
Very dissatisfied	0%

14. Have you used the Calvay jobs club?

Yes	6% (20)
No	94%(310)

15. Have you used the Wellhouse jobs club?

Yes	2% (7)
No	98%(323)

16. How satisfied were you with the Calvay jobs club?

Very satisfied	100% (20)
Fairly satisfied	0%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	0%
Very dissatisfied	0%

17. How satisfied were you with the Wellhouse jobs club?

Very satisfied	100%(7)
Fairly satisfied	0%
Neither satisfied nor dissatisfied	0%
Fairly dissatisfied	0%
Very dissatisfied	0%

18. What is the best way for Calvay HA to communicate with you?

Letter	54%
Telephone	37%
Face to Face	2%
E mail	4%
Facebook	1%
Text Message	2%