

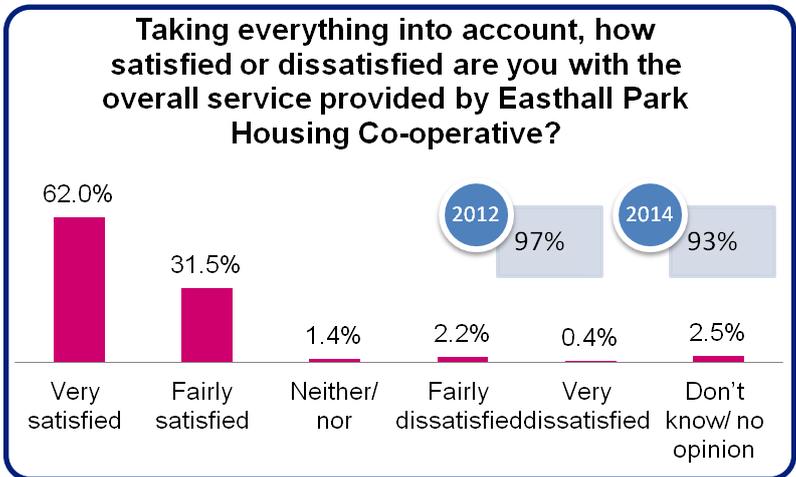
### Background to the Survey

We were commissioned by Easthall Park Housing Co-operative to carry out their 2014 customer satisfaction survey. Research Resource carried out a total of 276 face to face interviews with the Co-operative’s tenants in order to assess satisfaction with the Co-operative and the services it provides. In addition to the tenants questionnaire, 20 of the Co-operative’s owner occupiers were also consulted with. This newsletter provides a summary of the key findings arising from the survey.

### Overall Satisfaction

#### Overall satisfaction

The survey opened by asking you how satisfied you were with the overall service you receive from your landlord. More than 9 in 10 of you said you were very or fairly satisfied in this respect (93%) compared to 3% of you who were very or fairly dissatisfied. The chart opposite shows the overall satisfaction value for the 2012 survey (97%) compared to the 2014 survey (93%).

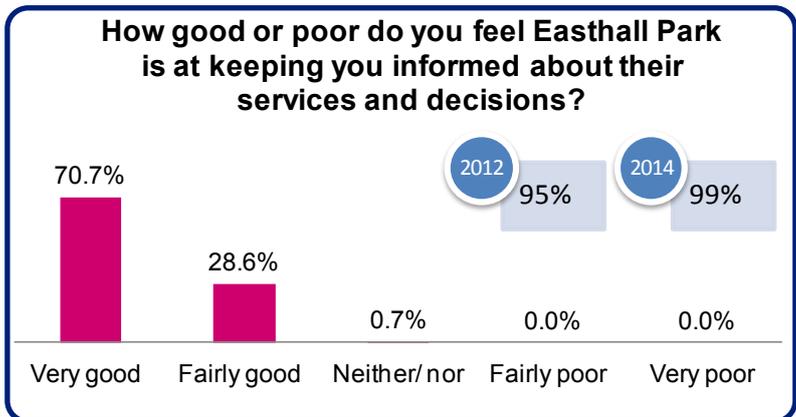


### Information and Consultation

#### Keeping tenants informed

Almost all of you were of the opinion that your landlord was very or fairly good at keeping you informed about their services and decisions (99%).

Satisfaction levels have seen a marginal increase from the 2012 survey where 95% of you were satisfied with the information you received from the Co-operative.



#### Sources of communication

We asked you about the sources that you use to obtain information about Easthall Park and its services. You told us that you mainly use letters (92%) and newsletters (91%) to find out information about the Co-operative.

#### The newsletter

Almost all of you (93%) said you read the Co-operative’s newsletter and all of you who read the newsletter said it was easy to read, interesting and informs you of the work of the Co-operative.

## Customer care

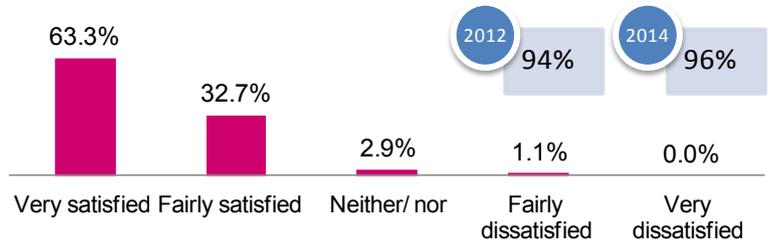
### Quality of customer care

Over 9 in 10 of you (96%) were either very or fairly satisfied with the quality of customer care you receive when contacting a member of Easthall Park staff.

### Opening hours

All but 1 tenant said they considered the opening hours of Easthall Park's offices to be very or fairly convenient.

### How satisfied are you with quality of customer care provided overall when you have contact with a member of Easthall Park staff?



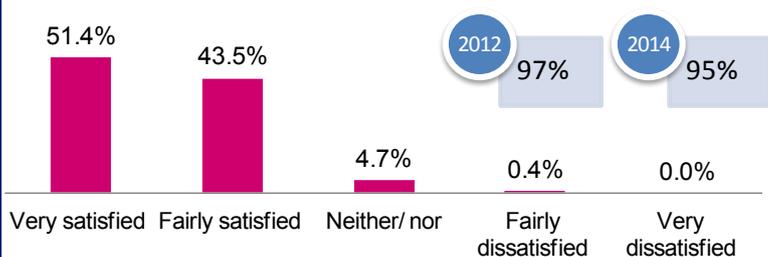
## Value for money

### Participation opportunities

Over 9 in 10 of you were either very or fairly satisfied with the opportunities given to tenants to participate in Easthall Park's decision making processes (95%) compared to just 5% who were neither satisfied nor dissatisfied and less than 1% who were dissatisfied.

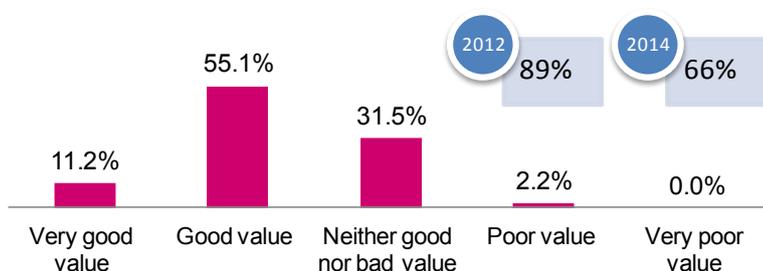
The results have not changed significantly since 2012 where 97% were satisfied in this respect.

### How satisfied or dissatisfied are you with the opportunities given to you to participate in Easthall Parks decision making processes?



## Value for money

### Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it...



### Financial difficulties

In terms of financial difficulties two thirds of you (67%) said you were not experiencing any financial difficulties when paying your rent. On the other hand, 14% of you said you were experiencing general financial difficulties and 9% were struggling with having other bills to pay first.

### Value for money of rent charge

Around two thirds you (66%) said the rent for your accommodation and the services your landlord provides represents very or fairly good value for money compared to 2% of you who said it represented very or fairly poor value for money.

### Affordability of rent

Just under half of you who pay your rent (46%) were of the opinion that it was easy to afford. A further 49% were of the opinion that the rent charge was just about affordable and 5% said it was very or fairly difficult to afford.

# The repairs service

## Repairs reporting method

The majority of tenants who had reported a repair in the last 12 months had done so by telephoning the office (71%).

## Satisfaction with the repairs service

Of those of you who had repairs carried out in your property within the last 12 months, 87% of you said you were satisfied with the repairs service provided by Easthall Park compared to 9% who were dissatisfied.

## Various aspects of the repairs service

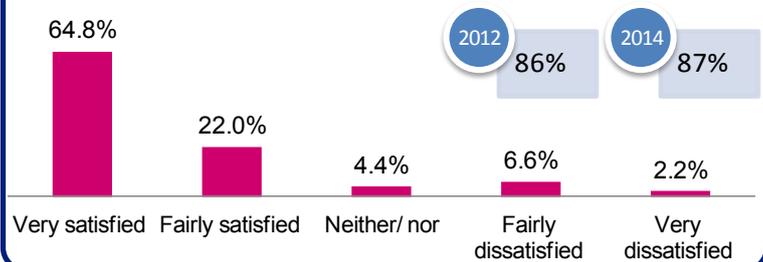
We asked you to rate how satisfied or dissatisfied you were with various aspects of the repairs service. You were most satisfied with:

- Ease of reporting repairs (99%)
- Helpfulness of staff involved (99%)
- Keeping dirt/mess to a minimum (98%)
- The attitude of workers (97%)

Satisfaction levels were however lowest regarding:

- The speed of completion (84%)
- The repair being done 'right first time' (84%)
- Time taken before work started (86%)

Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Easthall Park?

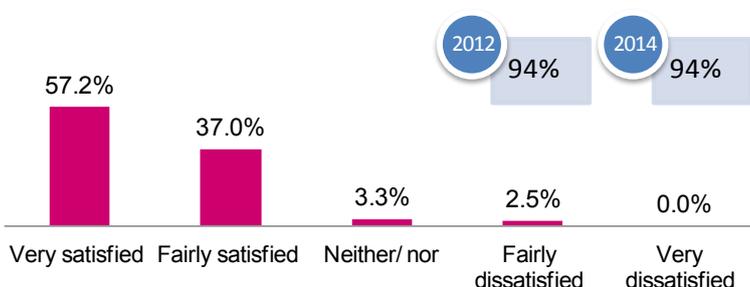


## Satisfaction/ dissatisfaction with repairs aspects

	satisfied	dissatisfied
Ease of reporting	99%	1%
Helpfulness of staff	99%	1%
Being told when workers would call	96%	1%
Being able to get repairs done at a convenient time	96%	2%
Time taken before work started	86%	8%
Speed of completion of the work	84%	7%
Attitude of the workers	97%	1%
Overall quality of the work	94%	4%
Keeping dirt/ mess to a minimum	98%	1%
Repair being done 'right first time'	84%	7%

# The home

Q36 Overall, how satisfied or dissatisfied are you with the quality of your home?



## Affordability of fuel bills

The majority of you were of the opinion that your electricity and gas bills were just about affordable (64%), 30% of you felt they were easy to afford and 7% felt they were difficult to afford.

## Quality of the home

Over 9 in 10 of you were very or fairly satisfied with the quality of your home (94%) which is consistent with the results for 2012.

## Priorities for planned maintenance

We asked you to tell us your top three priorities for planned maintenance in your home. The top three priorities for tenants overall were:

- New kitchens
- Window replacement
- Bathroom upgrade/ replacement

# The neighbourhood

## Neighbourhood as a place to live

More than 9 in 10 of you (95%) said you were satisfied with your neighbourhood as a place to live compared to 3% who were dissatisfied. The results show an improvement on the 2012 survey where 84% were satisfied in this respect.

## Satisfied with neighbourhood aspects

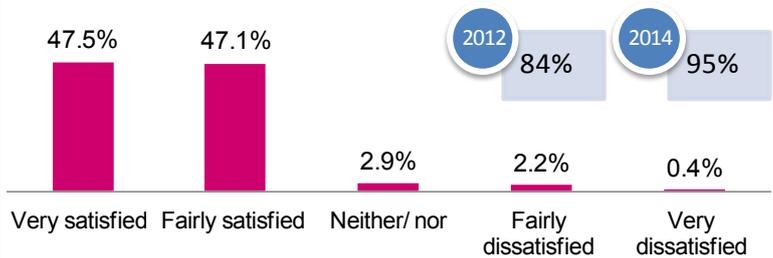
In terms of the various aspects of your neighbourhood, you told us you were most satisfied with:

- The feeling of safety during the day (99%)
- The overall appearance of the neighbourhood (98%)
- The grounds maintenance (98%)
- Overall estate services provided by Easthall Park (98%)

On the other hand, satisfaction was lowest with regards to:

- Children's play facilities (67%)
- Activities for youths (65%)

## Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?

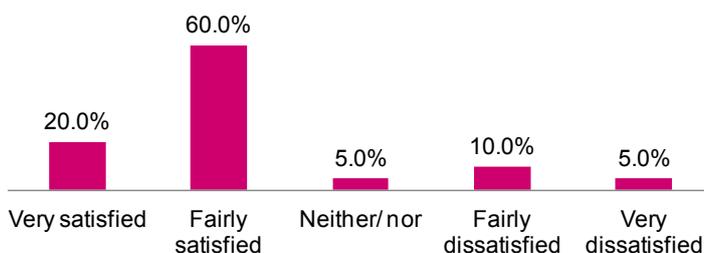


## Satisfaction/ dissatisfaction with neighbourhood aspects

	satisfied	dissatisfied
Overall appearance of your neighbourhood	98%	1%
The ground maintenance, such as grass cutting, in your area	98%	0%
Cleaning of any internal communal areas	96%	1%
Cleaning of any external communal areas	97%	1%
Overall estate services provided by Easthall Park	98%	1%
Children's play facilities	67%	11%
Activities or facilities for youths (11 to 16)	65%	6%
Your feeling of safety during the day	99%	0%
Your feeling of safety at night	92%	2%

# Owners

## Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by Easthall Park Housing Co-operative



## Overall satisfaction

Eight in ten of the Co-operative's resident owners (80%) were satisfied with the factoring services provided by Easthall Park compared to 15% who were dissatisfied and 5% who were neither satisfied nor dissatisfied.

Thanks to all of you who took part in the survey. Easthall Park Housing Co-operative is currently in the process of developing an action plan based upon these results and will get back to tenants in due course regarding this. If you require any further information on the survey please contact Research Resource on 0141 641 6410 or email us at [info@researchresource.co.uk](mailto:info@researchresource.co.uk).