

Help us build it



Help us keep it!

Lochfield Park
Housing Association



2018

Tenant Satisfaction Survey- 2018

This booklet contains the results of Lochfield Park's full 2018 Tenant Satisfaction Survey.

Our Tenant Satisfaction Survey was conducted during July 2018.

100% of tenants (518) were visited and asked to participate in the survey with 329 surveys completed. This represents 63.5% of our tenants.

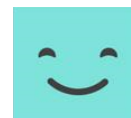
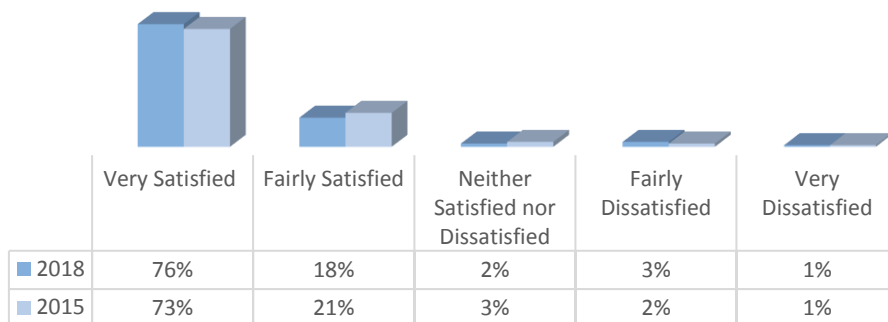
The majority of our surveys were completed face-to-face by an external surveyor with other surveys being conducted over the telephone and in office.

The survey is in two parts:

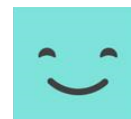
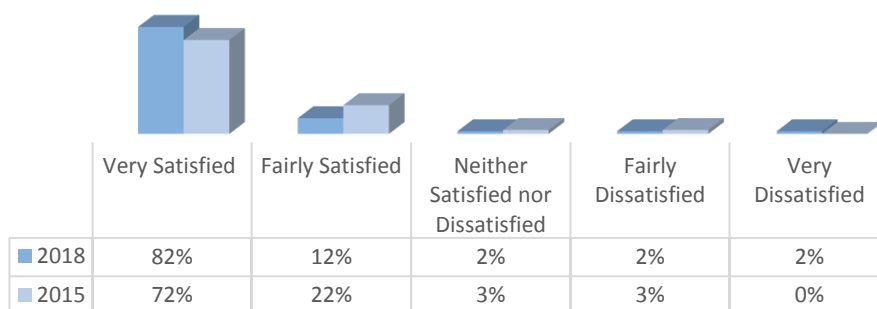
- Scottish Housing Regulator Core Questions
- Lochfield Park HA Ltd supplementary questions

Core Questions

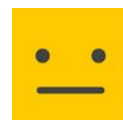
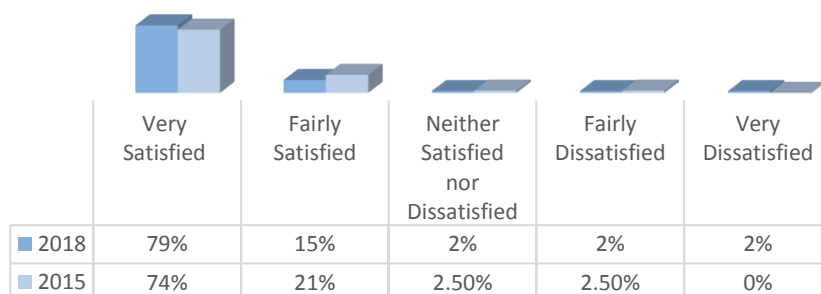
1. “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lochfield Park Housing Association?”



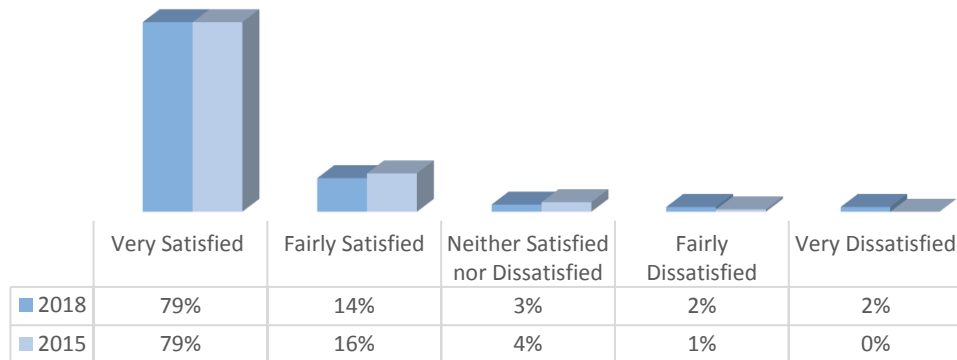
2. “Overall, how satisfied or dissatisfied are you with the quality of your home?”



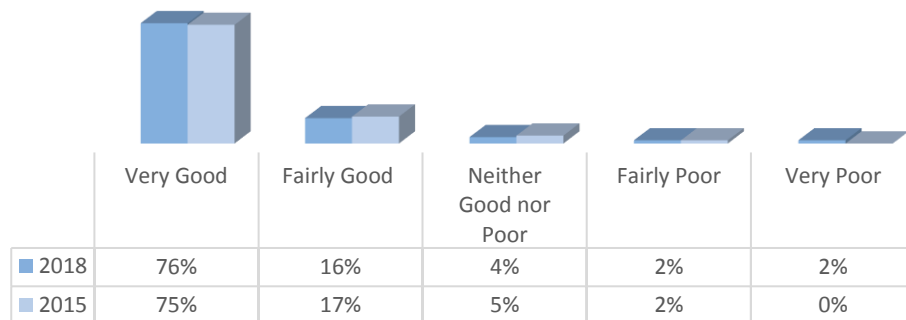
3. “Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?”



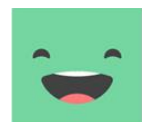
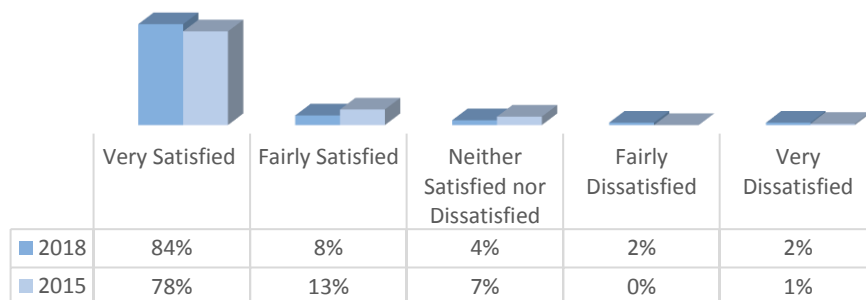
4. “Overall, how satisfied or dissatisfied are you with Lochfield Park’s Management of the neighbourhood you live in?”



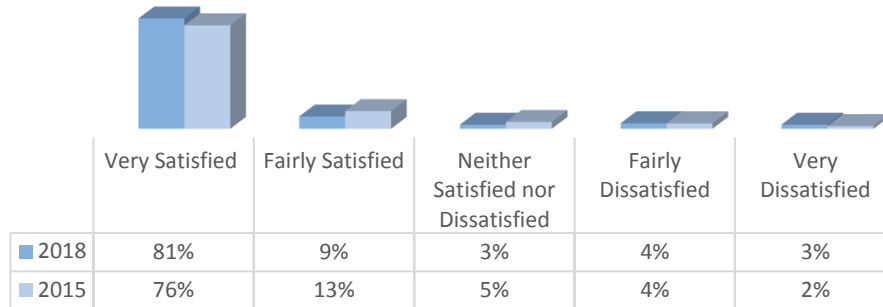
5. “Taking into account the accommodation and services that Lochfield Park provides, do you think the rent for the property provides good value for money?”



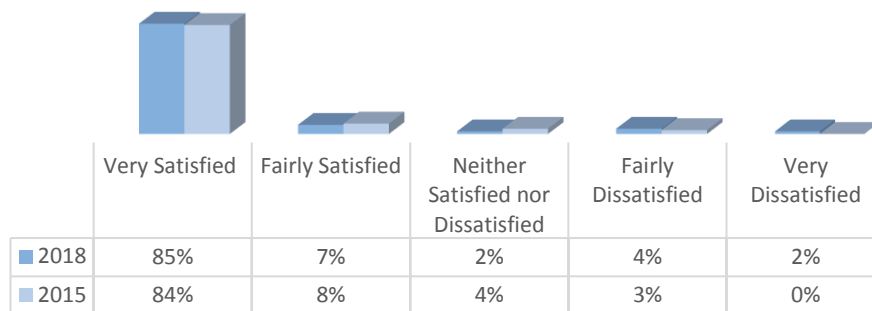
6. “How satisfied are you with the opportunities given to you to participate in Lochfield Park’s decision making process?”



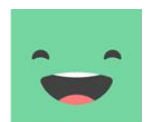
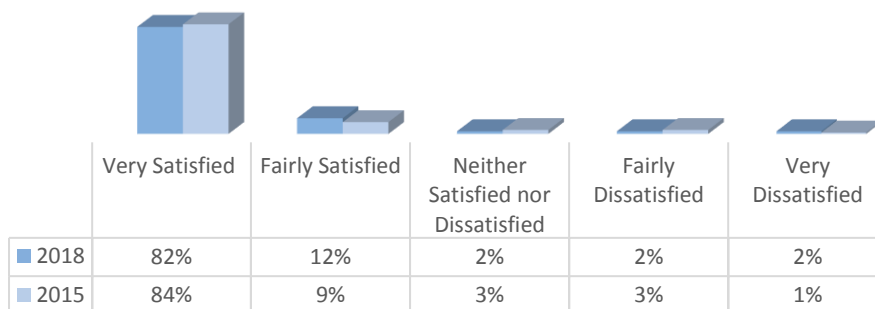
7. “Generally how satisfied or dissatisfied are you with the way Lochfield Park deals with repairs and maintenance?”



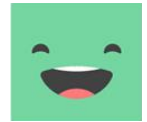
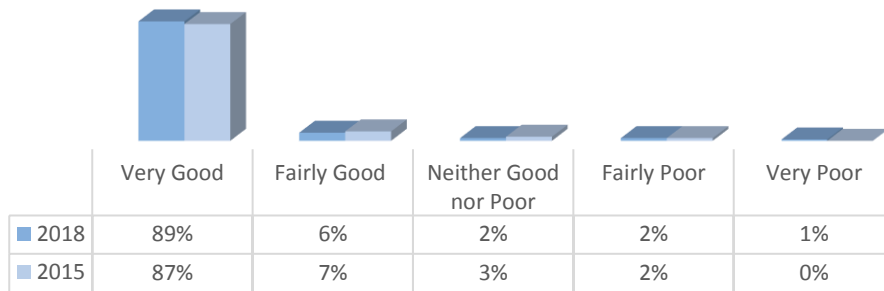
8. “How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?”



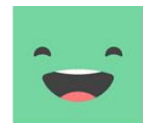
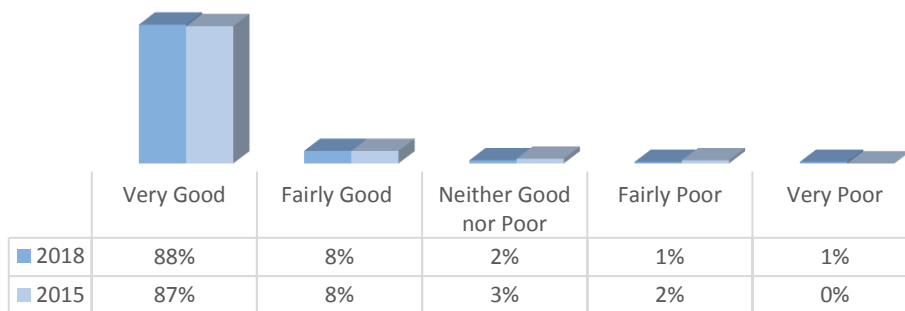
9. “Thinking of the last time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Lochfield Park?”



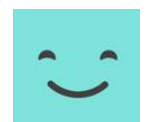
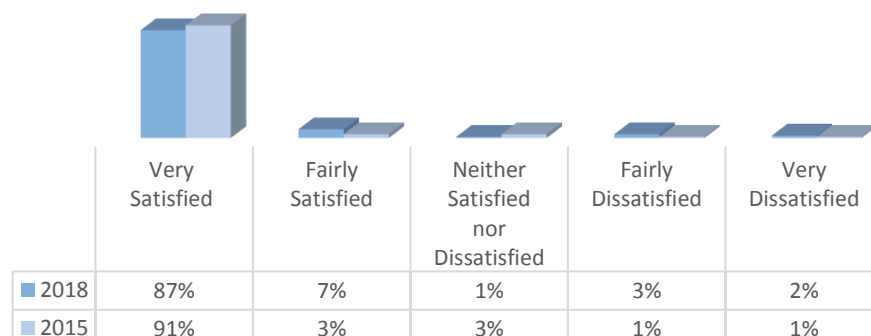
10. “How good or poor do you feel Lochfield Park is at keeping you informed about their services and decisions?”



11. “How good do you feel your landlord is at keeping you informed about housing related issues that might affect you as a tenant?”

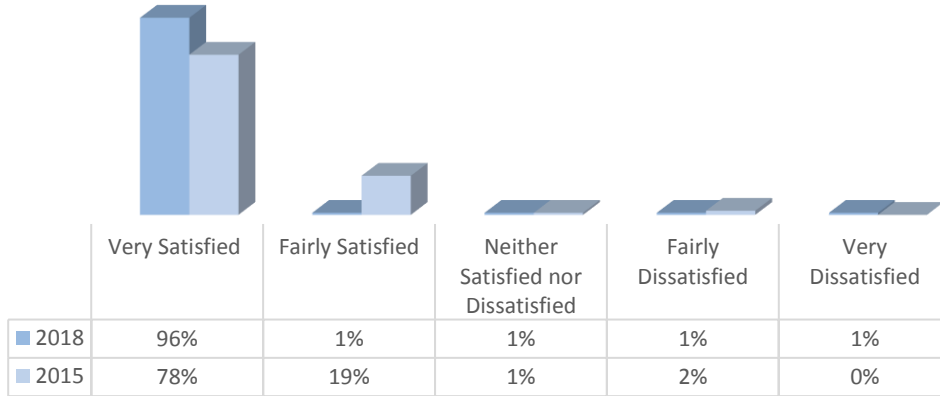


12. “Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?”

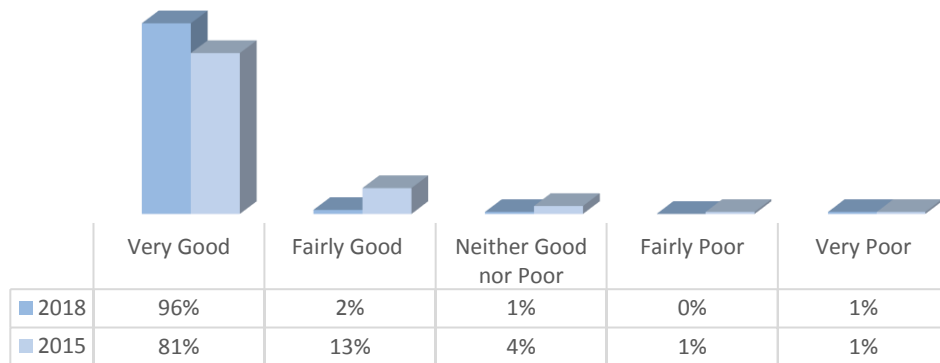


General Services

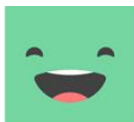
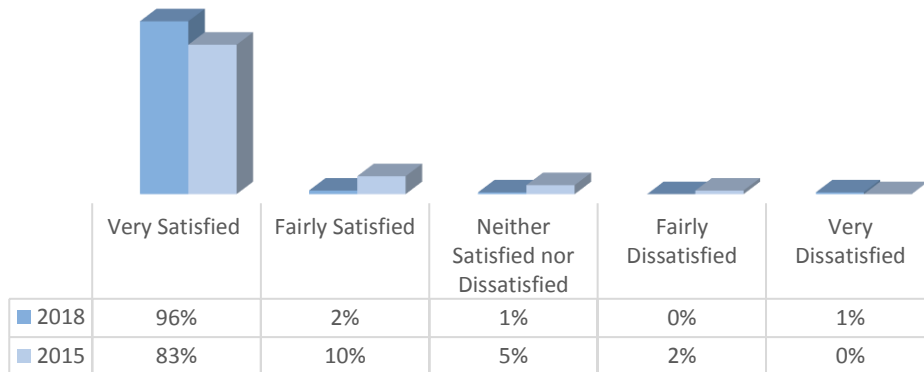
13. “How satisfied or dissatisfied are you with the overall condition of the home?”



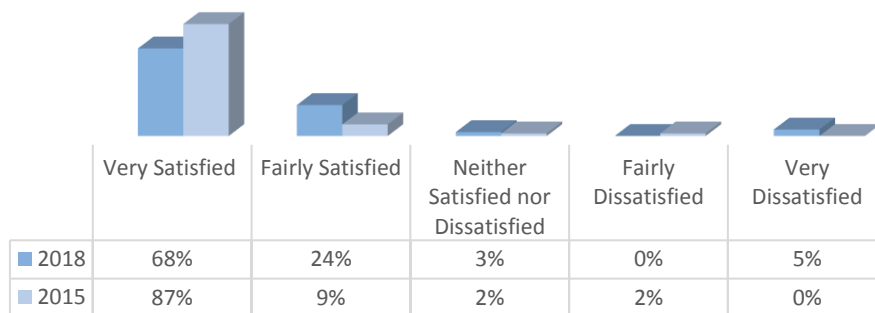
14. “How good or poor do you feel Lochfield Park is at keeping you informed about things that might affect you as a tenant?”



15. “How satisfied are you with the way Lochfield Park deals with your enquiries generally?”

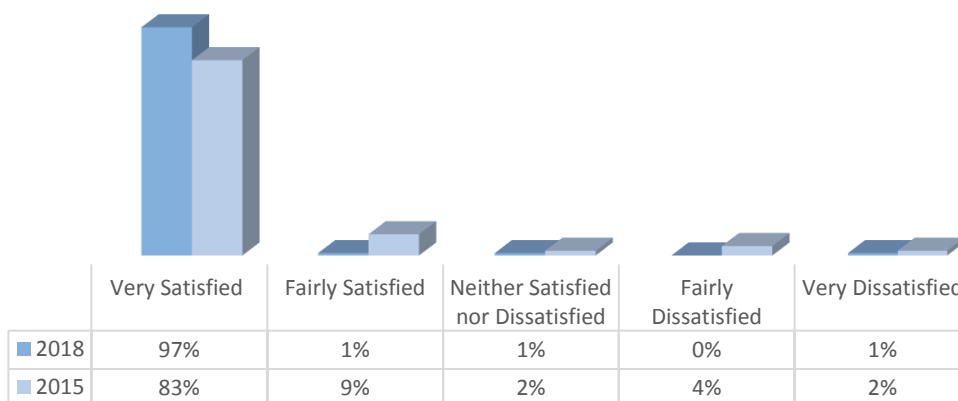


16. “How satisfied or dissatisfied are you with the gas servicing arrangements?”

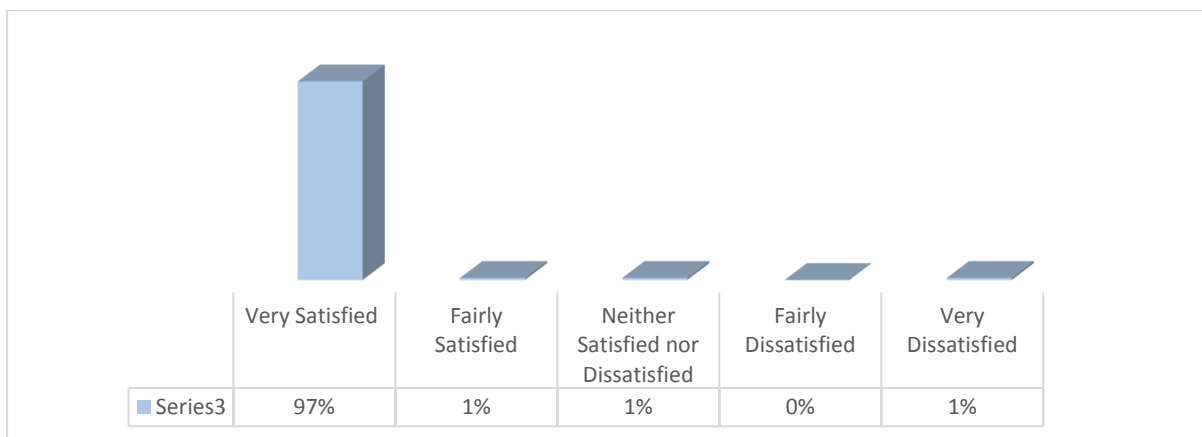


Responsive Repairs

17. “Thinking of the last time you had a repair carried out how satisfied or dissatisfied were you with the overall quality of the work?”

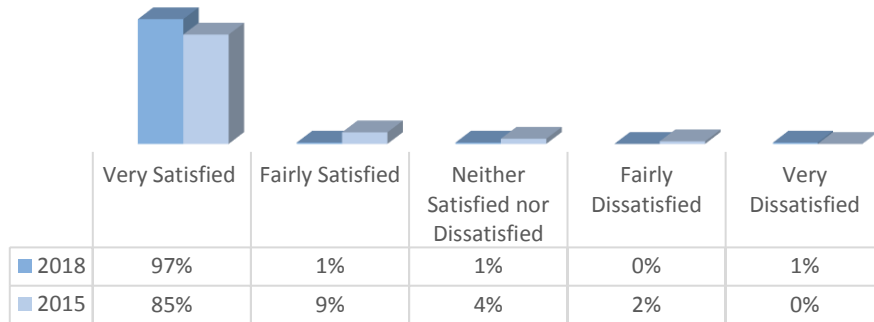


18. “Thinking of the last time you had a repair carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?”

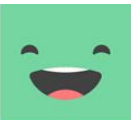
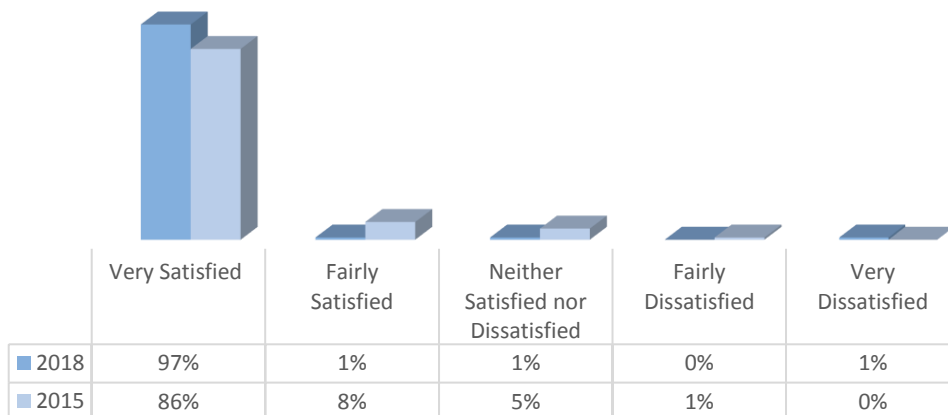


Advice and Support

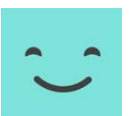
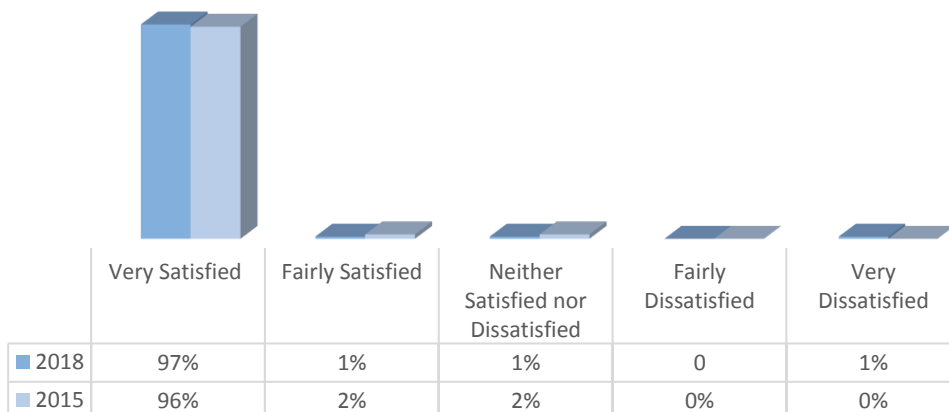
19. “Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from Lochfield Park with claiming housing benefit and other welfare?”



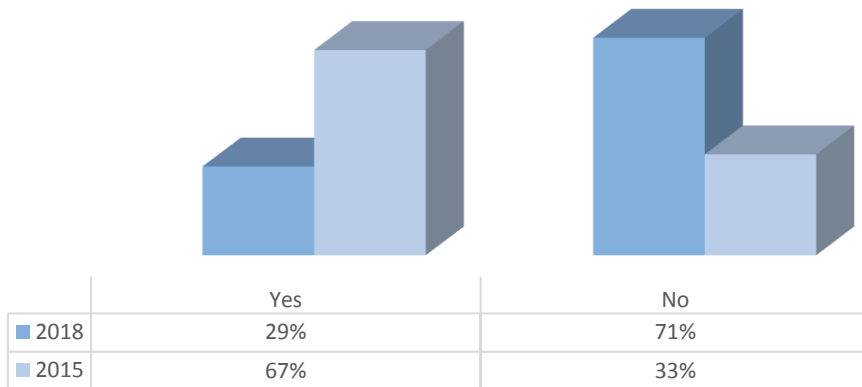
20. “Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from Lochfield Park with managing your finances and paying your rent?”



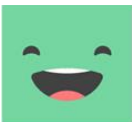
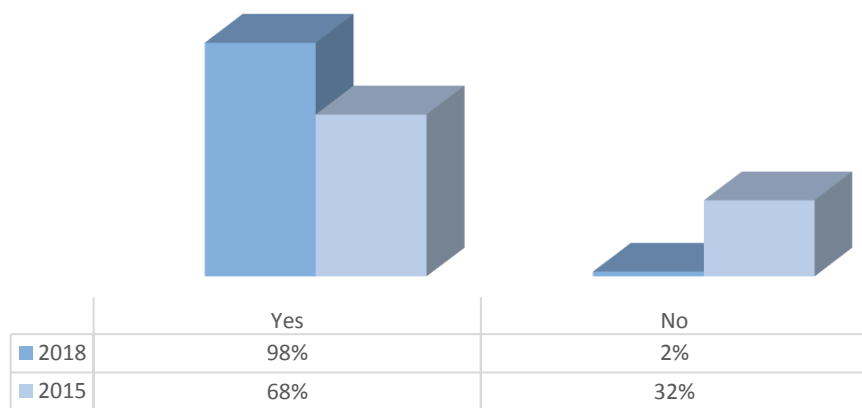
21. “How satisfied are you with the number of ways available to pay your rent?”



22. “Have you ever used Lochfield Park’s Welfare Rights Service?”

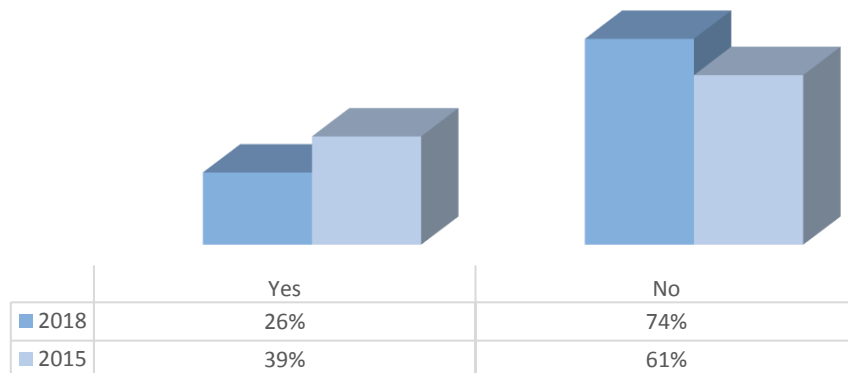


23. “Do you feel you have received enough information about Universal Credit?”

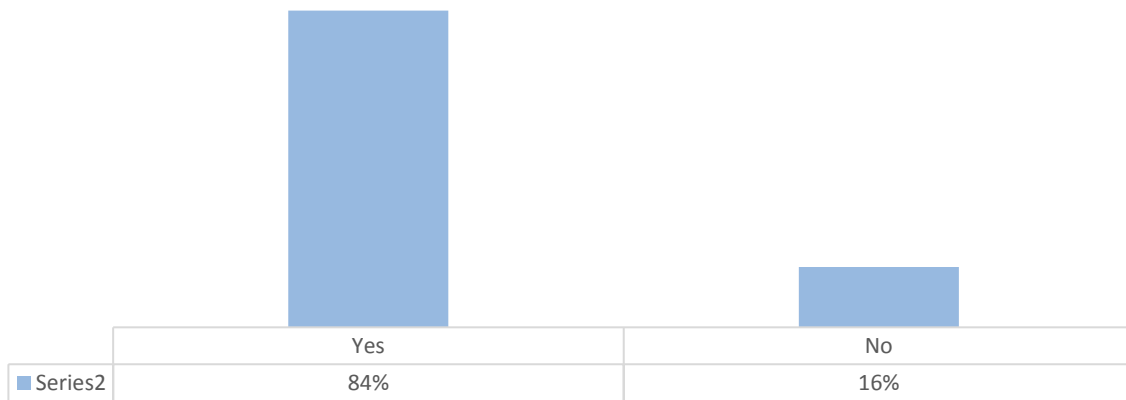


Contact and Communication

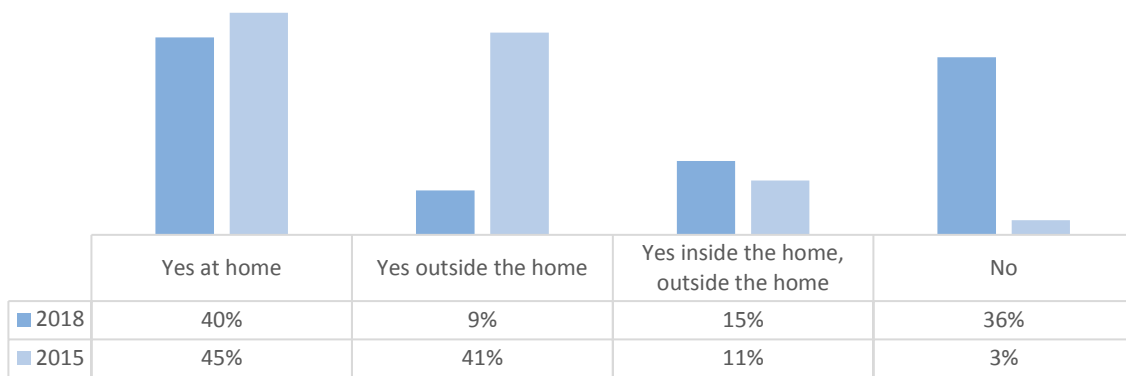
24. “Have you contacted Lochfield Park in the last 12 months with a query other than to pay rent?”



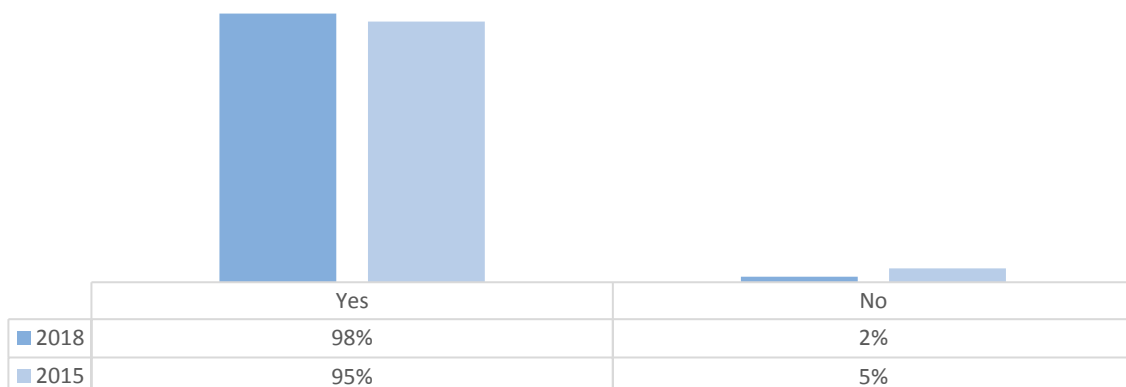
25. “Were you satisfied with how your enquiry was handled?”



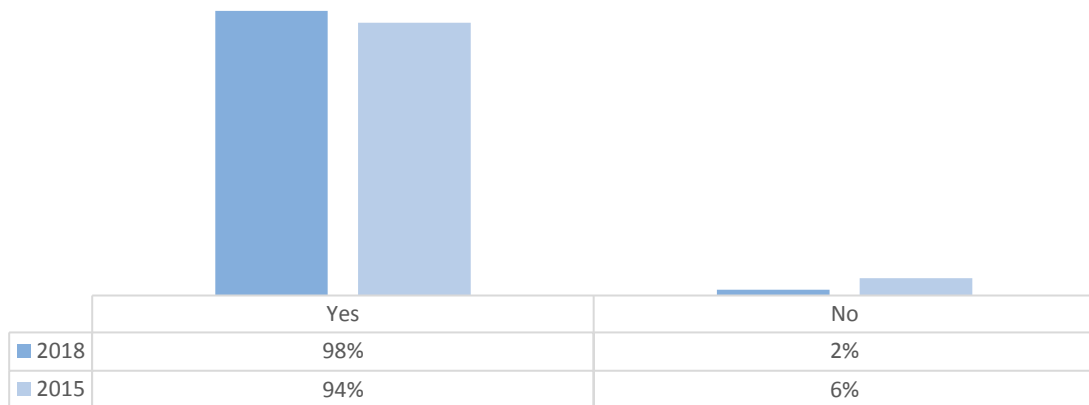
26. “Do you use the internet?”



27. “Do you read the Lochfield Park newsletters that are delivered to you?”

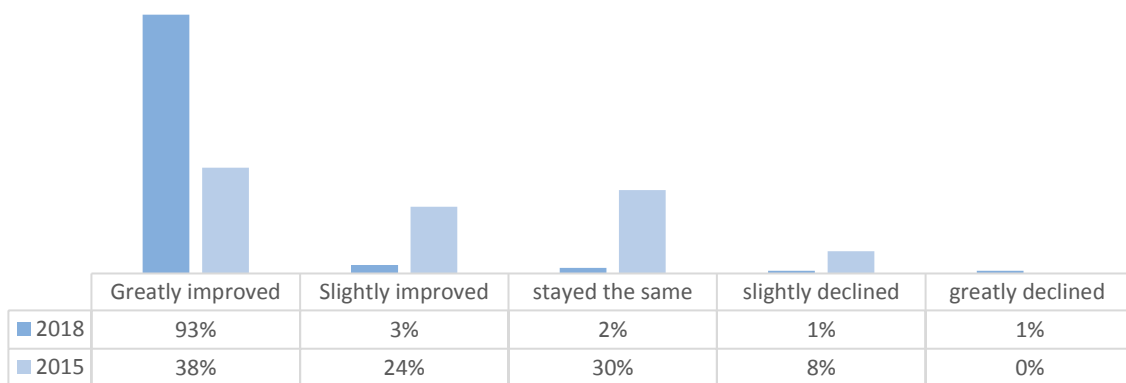


28. “Do you find the information contained within them useful?”



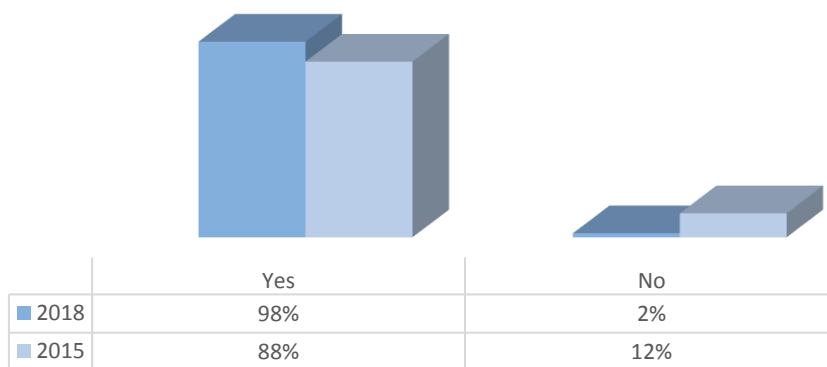
Neighbourhood

29. “In the last three years would you say your neighbourhood has improved or declined?”

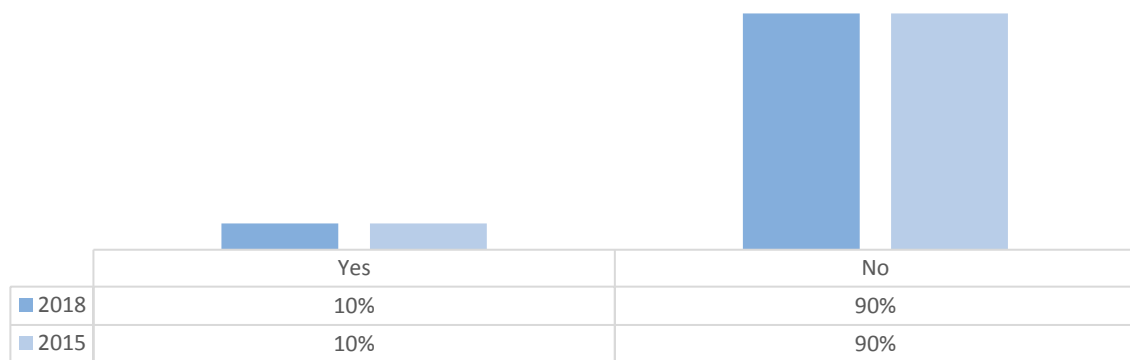


Complaints

30. “Are you aware that Lochfield Park has a formal complaints procedure?”

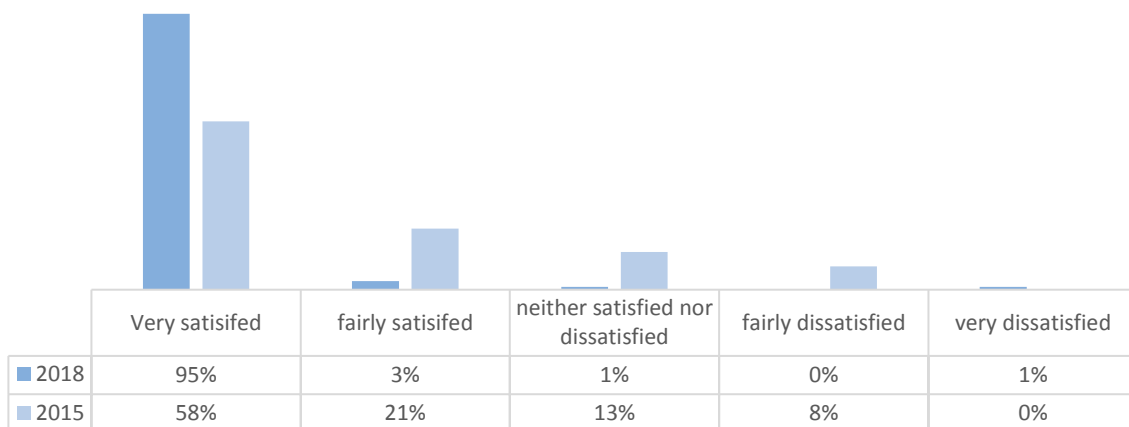


31. “Have you made a formal complaint to Lochfield Park in the last 12 months?”

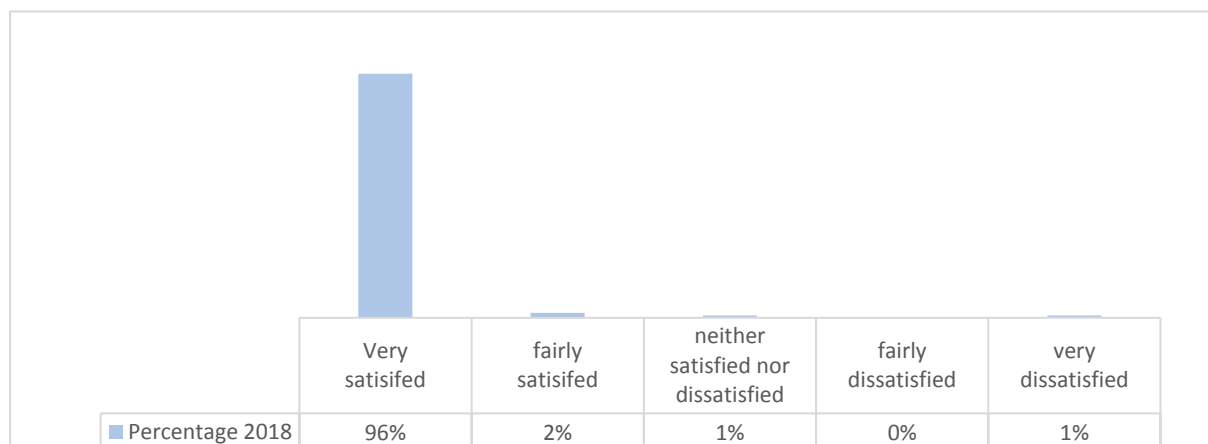


Estate Services

32. “How satisfied or dissatisfied are you with the ground maintenance, such as grass cutting, in your area?”

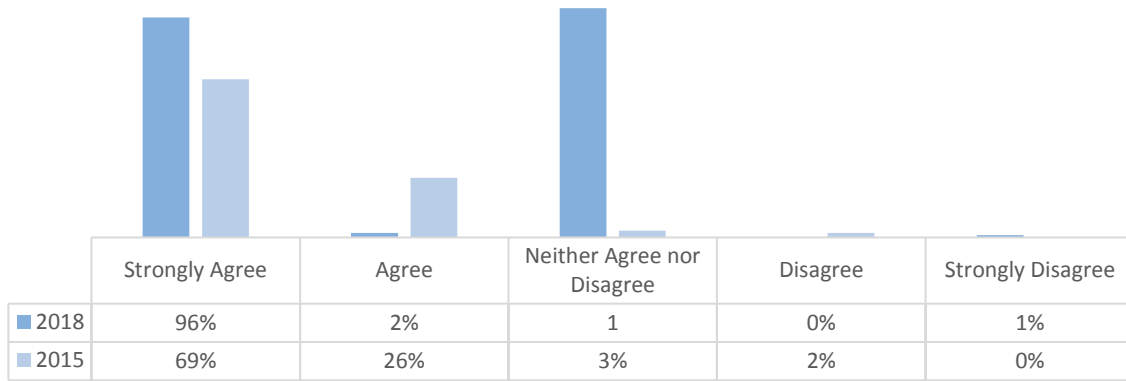


33. “How satisfied are you with the bulk uplift services within the area?”

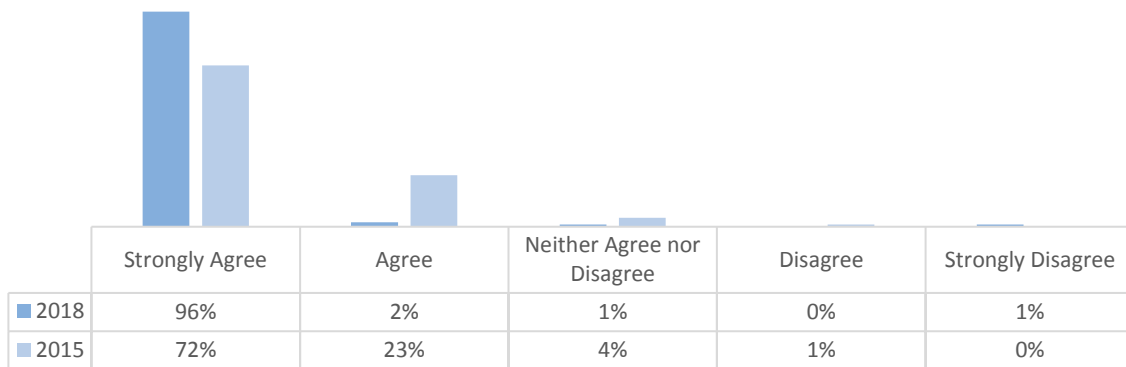


General Perceptions

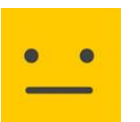
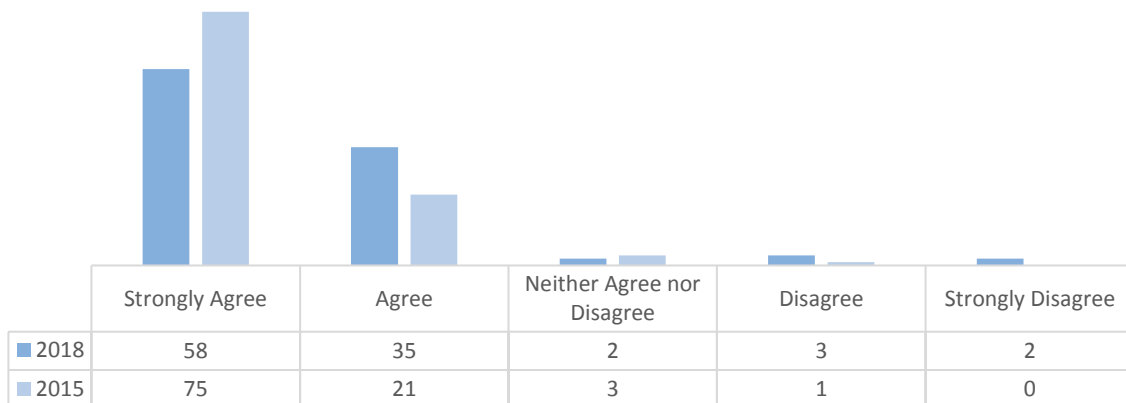
34. “Lochfield Park provides an effective and efficient service”



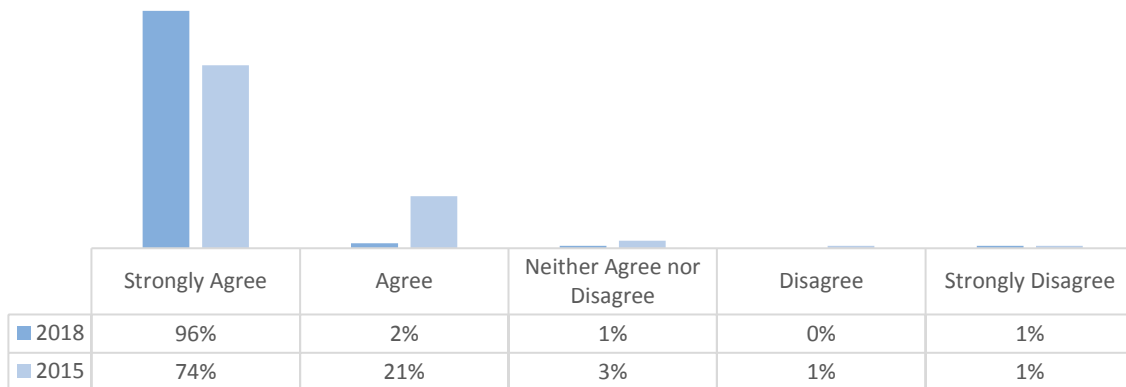
35. “Lochfield Park is providing the service I expect from my landlord”



36. “Lochfield Park provides a friendly and professional service”

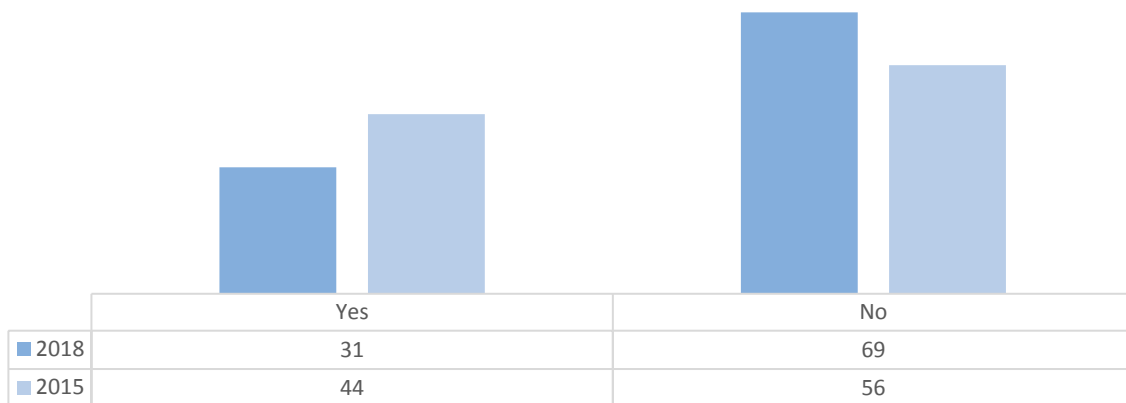


37. “Lochfield Park is a good landlord”



Demographics

38. “Do you or anyone in your household consider themselves to have a disability?”



39. “What is your (and your partners) ethnic group?”



We are always looking for ways to improve our service to our tenants and welcome any feedback that you may wish to give.

If you would be interested in joining a Tenant Forum/ Scrutiny Panel to work closely with us to improve our services please contact the office.

Additionally, anonymous feedback can also be posted into our Comments Box in our reception.

Thank you for participating in our 2018 Tenant Satisfaction Survey.



Lochfield Park
Housing Association

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