

West Highland Housing Association Ltd TENANT NEWSLETTER



Tenant Survey Results

July 2014

Dear Tenant,
All of us at West Highland Housing Association Ltd would like to thank the tenants who took part in the tenant satisfaction survey last year and we would like to congratulate the 10 prize draw winners (details published on web site).

We received the draft report in January and since then we have been taking very seriously the comments given in the report. We have also used our complaints information to supplement the tenants' survey.

You told us about some of the areas where we needed to improve, and these are:

Repairs – we know we do not have this right and we are taking steps to improve

Communication – you told us that our communication could be better. A good part of this is linked to repairs but we believe it is about more than repairs

Tenant Involvement – you want more opportunities for involvement either through consultation or some form of participation



Tenant Priorities rated as very important or fairly important



One in three tenants may not be aware of the opportunities that exist to becoming involved in association's decision making



87%

of WHHA tenants are satisfied with the quality of their housing

79%

satisfaction with the repairs service

4 in 10

tenants want rents based on number of rooms



90%

of WHHA tenants are satisfied with their neighbourhood as a place to live

83%

of tenants are satisfied with how WHHA manages their neighbourhood

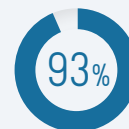
38%

of WHHA tenants feel that dog fouling is an issue

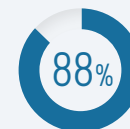


87%

of tenants are satisfied with their last telephone contact with us



satisfied with the length of time to answer the telephone



satisfied with the helpfulness of staff

84%

satisfaction with newsletters

75%

satisfaction with keeping you informed about services

What we're doing...

Through supporting the Link Partnership **we have not increased rents in 2014/15** and are holding rents to inflation for 2015/16.

We have begun a **full scale review** of our service and already we are finding areas that we believe will improve your satisfaction with the service. We are working with our contractor to **improve the repairs service** including a scheduling system that will help tenants.

We are delighted to confirm we were awarded grant funding and now have Diane MacDonald in place to help tenants through **welfare reform as a part of the Argyll Net Works** project. The post is for one year but we are hopeful that we will be able to extend this.

In terms of **energy** we are looking at the best way forward on this perhaps involving AliEnergy and as part of our **repairs improvement** we are looking at how we can be more flexible.

Since January this year we have asked for your views on:

1 The **Link Partnership** discussions – not just by newsletter but by telephone and drop in opportunities

2 We are arranging **tenants focus groups** in 3 locations so we can hear more detailed responses

3 Our 3 year **maintenance programme** – newsletter to all tenants and we received 43 responses

4 **Rent** consultation

YOU TOLD US...

...that you were unhappy with our rents

...that you were unhappy with our repairs service

...that you want us to look at additional services (energy, welfare reform, handyman services)

...that you did not think we consulted enough with you

...that you wanted more money spent on properties

Over the next 3 years **£4.5m spend** projected on **investment and general maintenance** which will cover around 500 houses.

We entirely agree with you that we can do things better and we want to do this. There are some simple actions that we can take that will make a difference but there are some more difficult issues that it will take time to sort. However, we are determined to use your feedback as a way of making the improvements that you as our tenants want.

The Board and the Staff of West Highland Housing Association Ltd know that all our tenants deserve excellent service and we want to ensure that whenever you contact us you get a timely response and are treated with courtesy and respect.

The full report is on the associations web site and we have it on our Facebook page as well – please take the opportunity to read it and we are happy to take further feedback.



Read the full tenant survey results report on our website and Facebook page:

www.westhighlandha.co.uk

www.facebook.com/westhighlandhousing

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