



Argyll Community Housing Association

Factored Owners Satisfaction Survey

Final Report

Survey carried out March 2018

Summary of key points

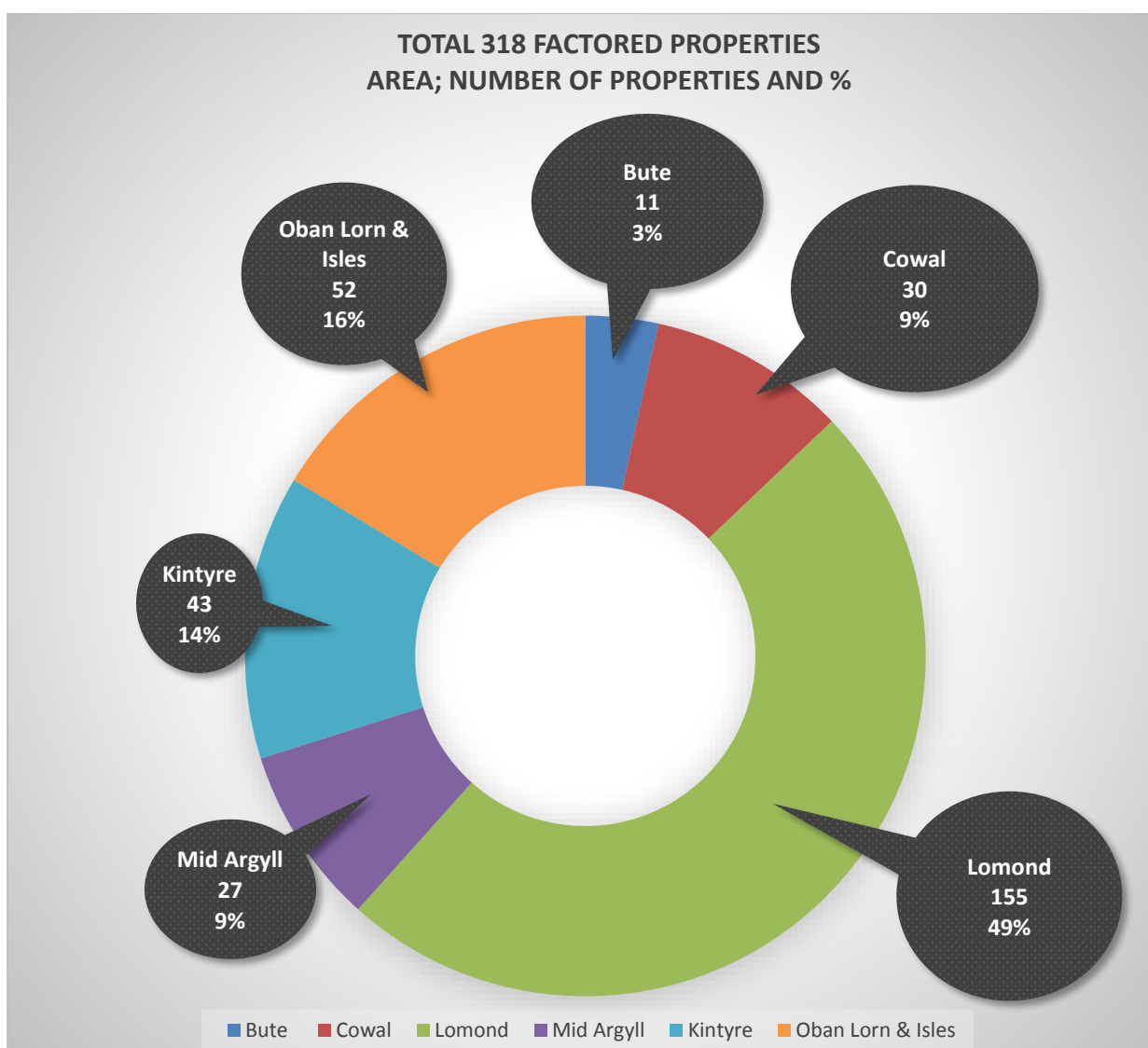
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1. BACKGROUND, OBJECTIVES, METHODOLOGY AND PROFILE OF RESPONDENTS

Background

An annual Satisfaction Survey is carried out with formally Factored Owners. This was completed at the end of March 2018.

The number of properties within ACHA's geographical area is varied, with the Lomond area supporting just short of half (49%) of all factored properties.



Objectives

ACHA values the views of our customers and this survey gives an opportunity for factored owners to positively influence the service we deliver. The consultation gives us first-hand information on the standard of the service we provide and identifies the parts that work well and areas where we may improve. We continually review service delivery, monitor satisfaction levels and demonstrate where we have made improvements.

After recent surveys, we have concentrated on improving our communication methods. We wanted our customers' views on what worked well and where we can make advances. We were pleased that the results showed we had made good progress in this area and continuous improvement has been built into our service.

Although reporting on satisfaction levels is part of our Charter requirement, we value our customers and want to provide the best service to them. It is satisfying that ACHA has again exceeded the national standards for Factors. We will continue to compare figures as they are made available as part of our commitment to customers.

Methodology

Previous experience has taught us that the best way to obtain feedback is by telephone and we used this as our primary form of contact this year. This allows staff to add context to questions, clarify matters raised by customers and follow up on comments where required.

Our aim is to contact all of our 318 factored customers; however, we respect the privacy of those who do not wish to take part. To this end: -

- 398 telephone calls were made
- 87 postal surveys were issued
- 18 email surveys were issued
- 21 owners did not want to be contacted

We invited comments on overall satisfaction and suggestions of where we may improve the service. Our aim is to identify patterns and themes thereby enabling us to develop an action plan to effect change and further develop the service.

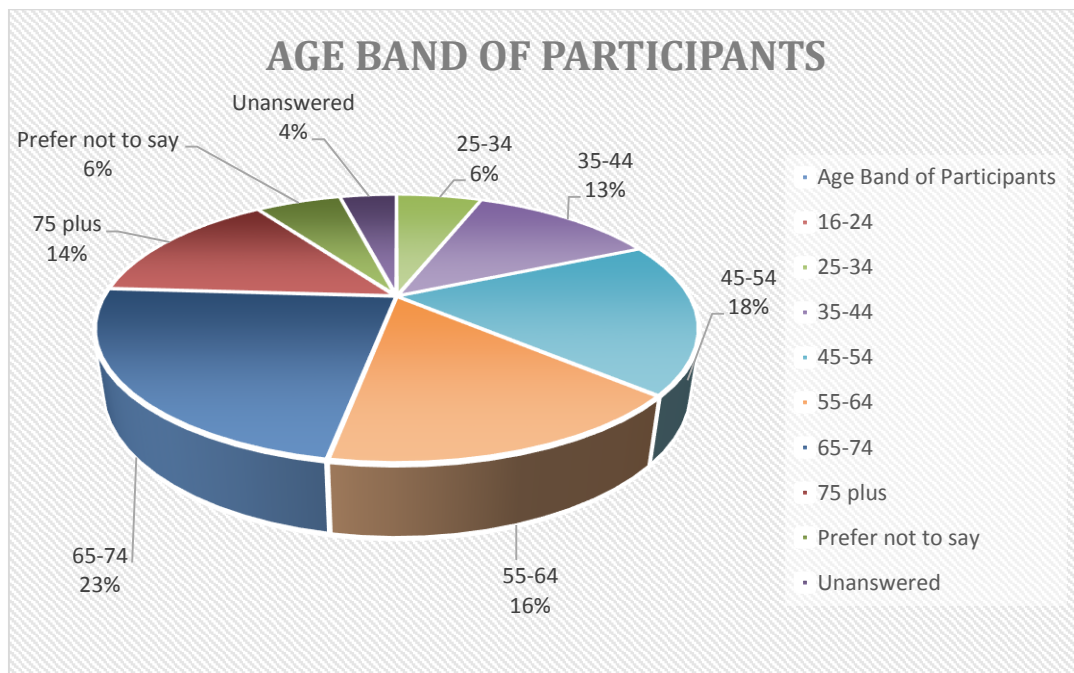
Results of the Survey will be published in the Factored Owners Newsletter along with any proposed action. This report will also be available through ACHA's website.

A total 104 Surveys (33%) were completed, 19 more than in 2017.

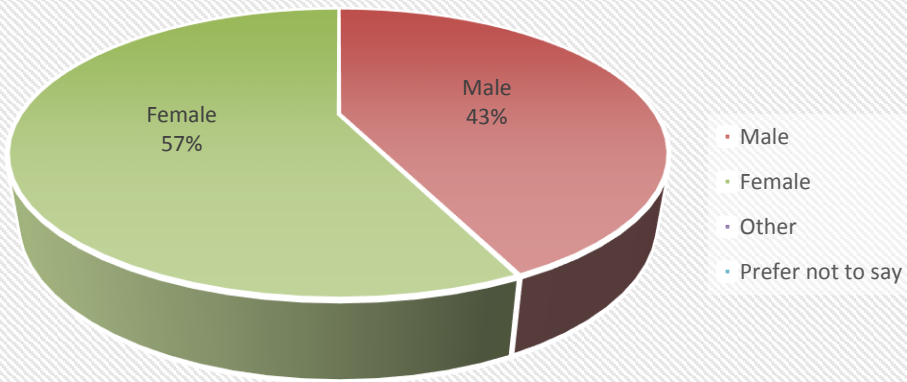
	Feb/Mar 2014	Feb/Mar 2015	Oct/Nov 2015	Jan/Feb 2017	Feb/Mar 2018
Total number of factored owners – all surveyed	204	226	248	287	318
Number of responses received	54	57	74	85	104
% of responses received	26%	25%	30%	30%	33%

Our customers lead busy lives and have work commitments - in recognition of this, and to reach as many customers as possible, ACHA's Senior Housing Management Team request that as many surveys as possible are made by telephone and our staff are available to make calls outside our normal office hours of 9 – 5.

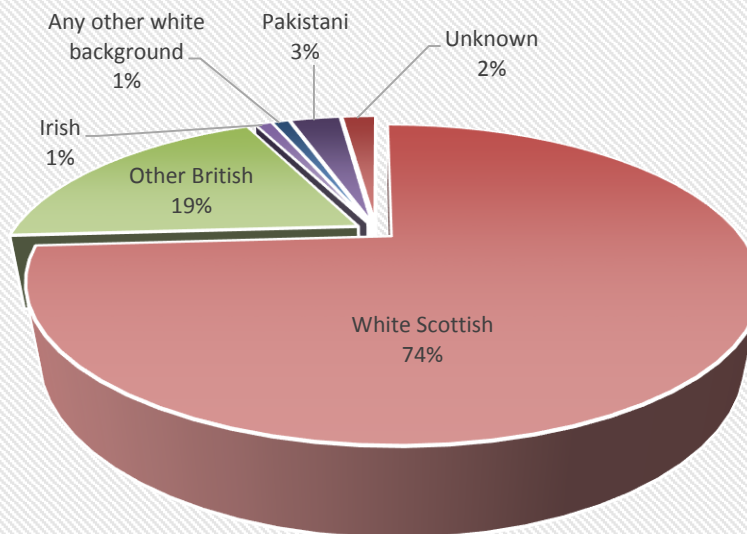
Profile of Respondents



GENDER OF PARTICIPANTS



ETHNICITY OF PARTICIPANTS



- | | | |
|--|---|--|
| <ul style="list-style-type: none"> • Ethnicity of Participants • Irish • Any other white background • Pakistani • Any other Asian background • African | <ul style="list-style-type: none"> • White Scottish • Gypsy/Traveller • Mixed or multiple ethnic background • Bangladeshi • Black, black Scottish, black Irish • Any other black background | <ul style="list-style-type: none"> • Other British • Polish • Indian • Chinese • Carribean • Arab, Arab Scottish, Arab British |
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2. RESPONSE TO SURVEY QUESTIONS

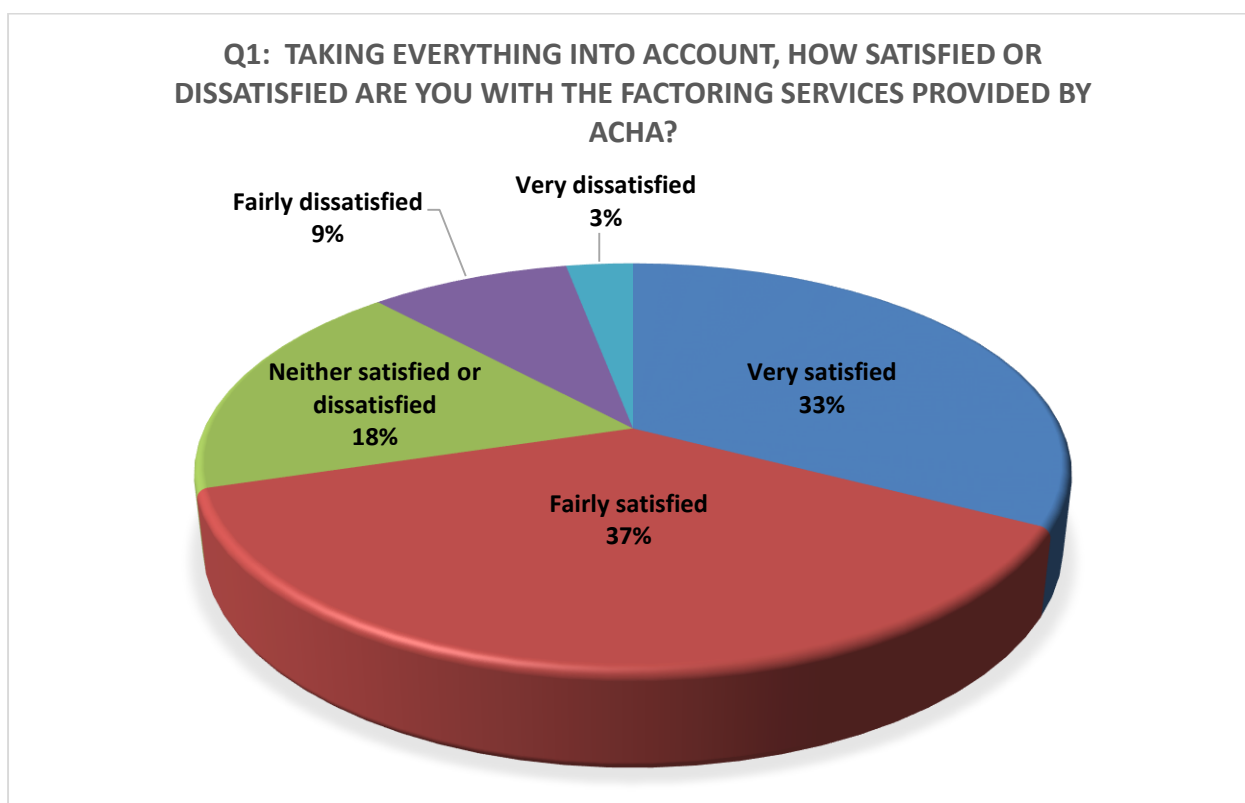
2.1 ARC compliance:

Satisfaction with our service continues to exceed the 2016/17 national average of 67.38%. We are pleased to say this has been the case for the past 3 years. The figures will enable the Scottish Housing Regulator to compare responses with organisations providing similar services.

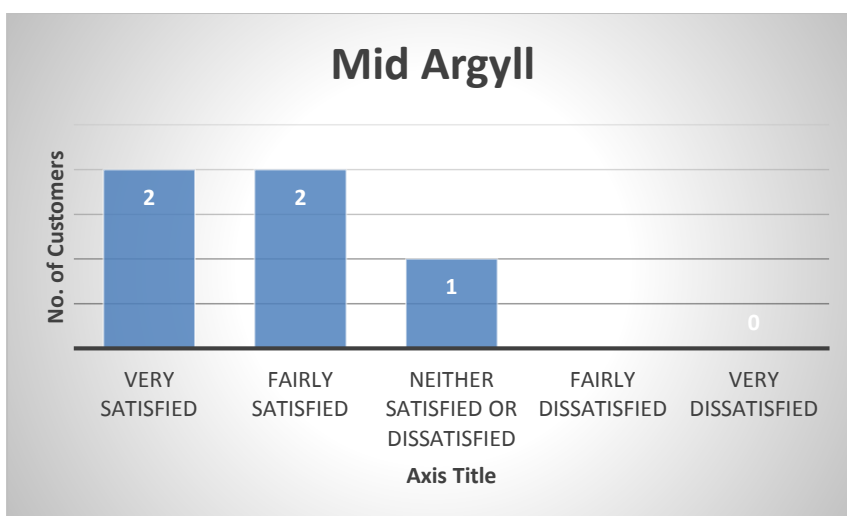
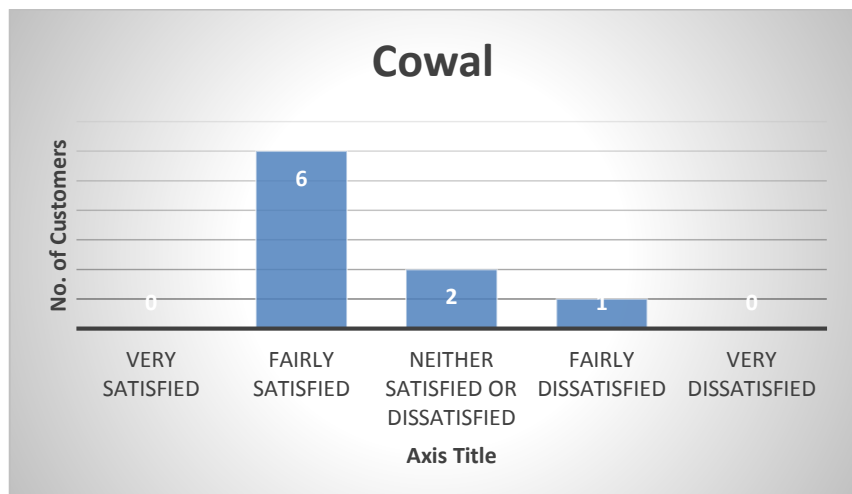
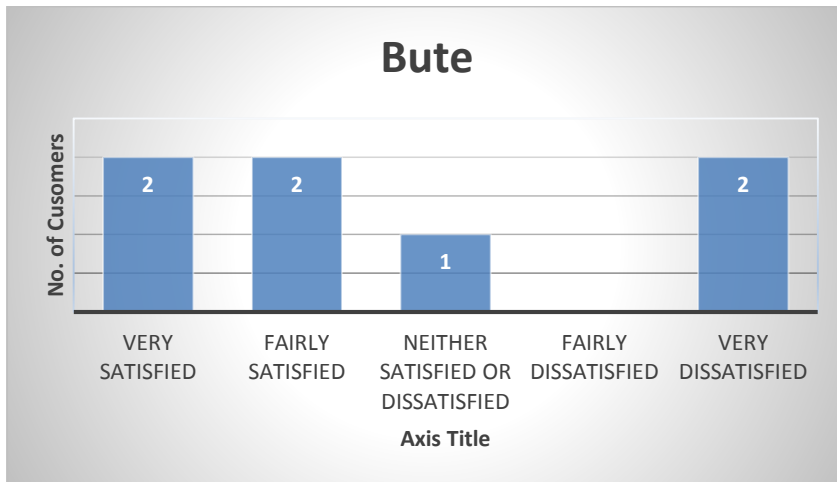
Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by ACHA?					
Year of consultation	Feb/March 2014	Feb/March 2015	Oct/Nov 2015	Feb/Mar 2017	Feb/Mar 2018
Combined total of customers very or fairly satisfied with overall services	39%	46%	69%	75%	70%

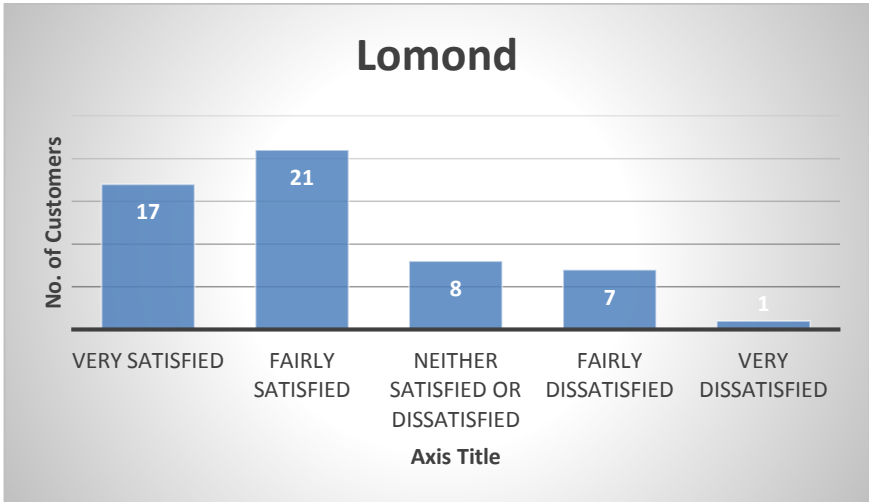
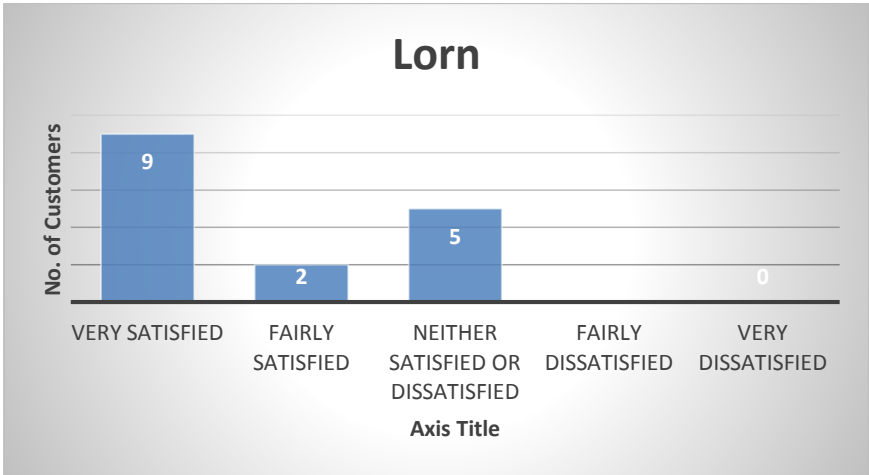
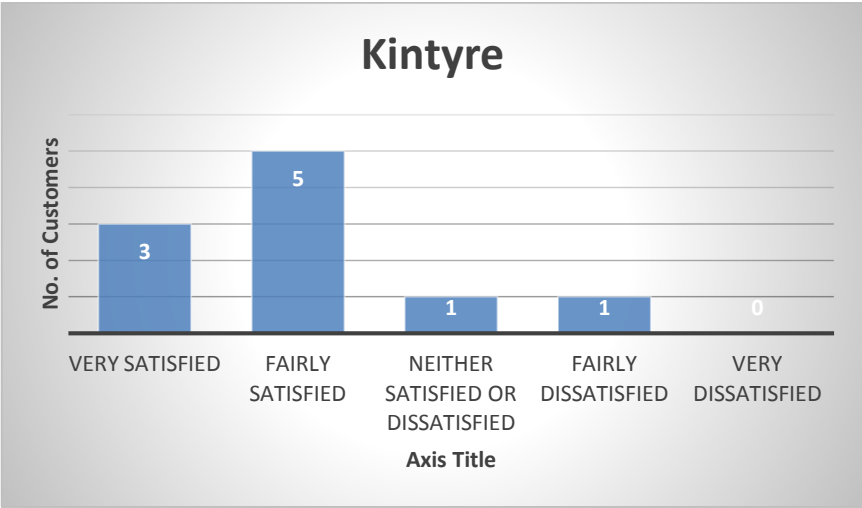
An increased number of respondents has meant that although the overall % has reduced, the actual numbers of customers satisfied or very satisfied has increased from 64 in 2017 to 71 this year.

The number of customers neither satisfied or dissatisfied has reduced from 19% to 18%. It should be noted that 3% opted not to answer this question. The chart below gives the actual breakdown of customer responses.



Satisfaction for each area has been assessed to enable local teams to assess these on a localised basis, which result as follows: -





2.2 Communication

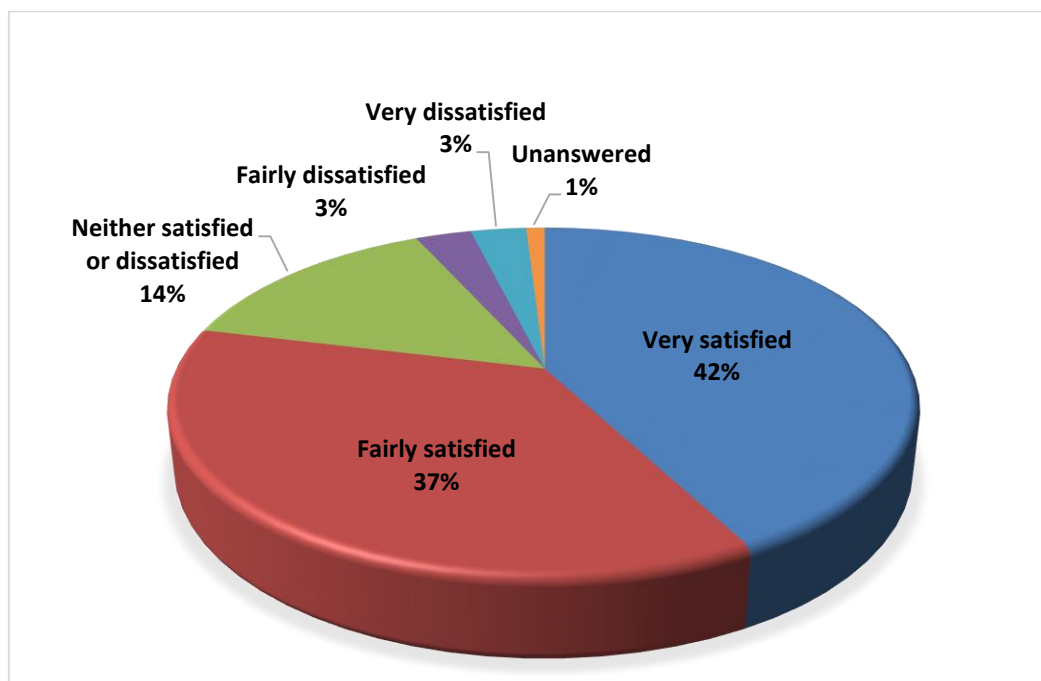
Improvements in communication has been our focus and continues to be a key target for us. We provide annual newsletters which include local contacts for our customers, reminders about local issues including contact details for other organisations and give updates on inspections and major work programmes.

We accept that our customers' expectations of the service are varied so have expanded our scope by including tips, summaries and reminders in our annual Factored Owners Newsletter.

We focused this year's survey questions to assess where we could further improve our communication. We were both pleased and reassured to know that our customers are no longer concerned about any specific area of communication and this is evidence of the improvements we have built into our service.

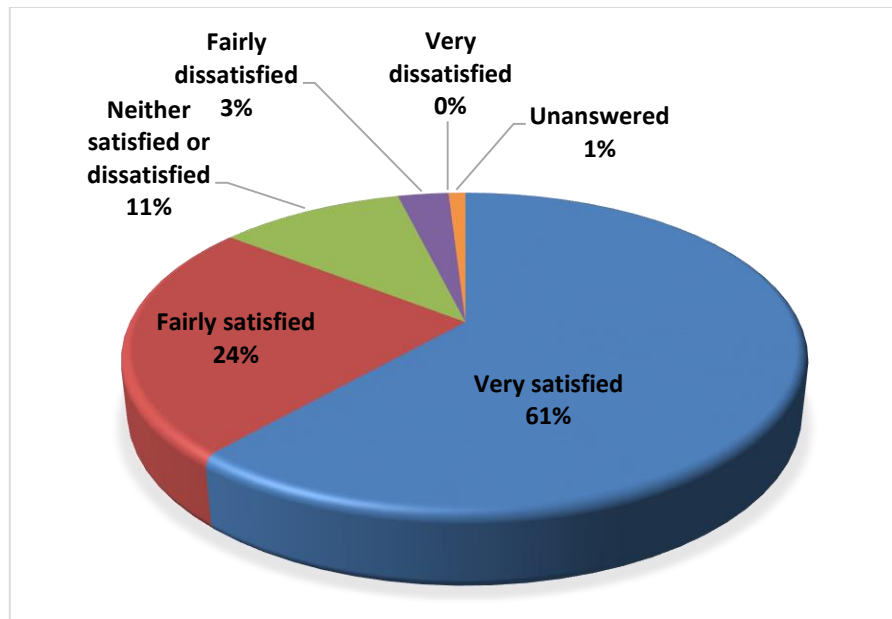
The charts below detail the questions we asked and the responses received.

2.1.1. How satisfied are you with the ease in contacting the right person?



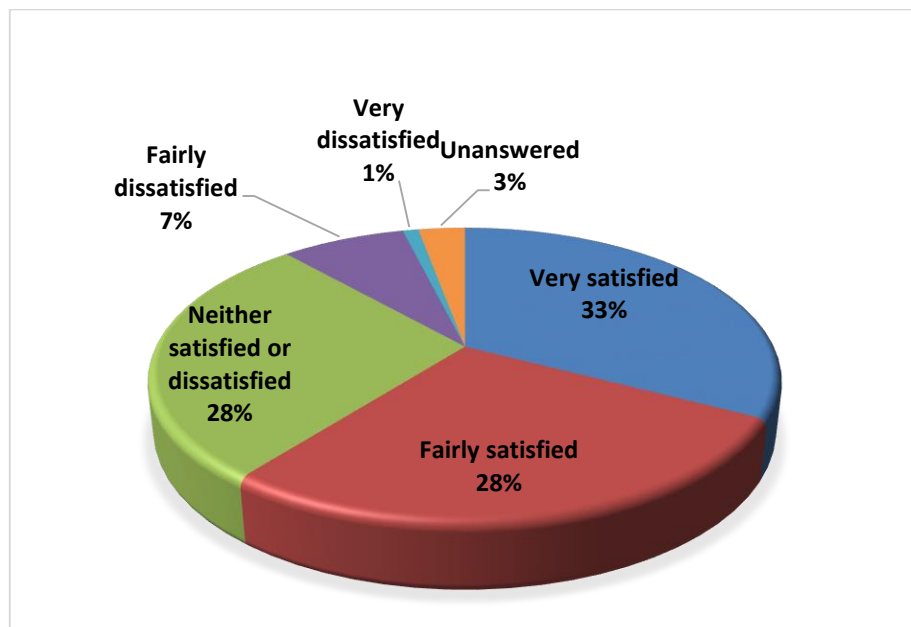
A substantial 79% of respondents are very and fairly satisfied with contacting the right person – comments suggest that a named contact on correspondence could also improve this figure and this will be included in our action plan.

2.2.2 How satisfied are you with the friendliness and helpfulness of staff?



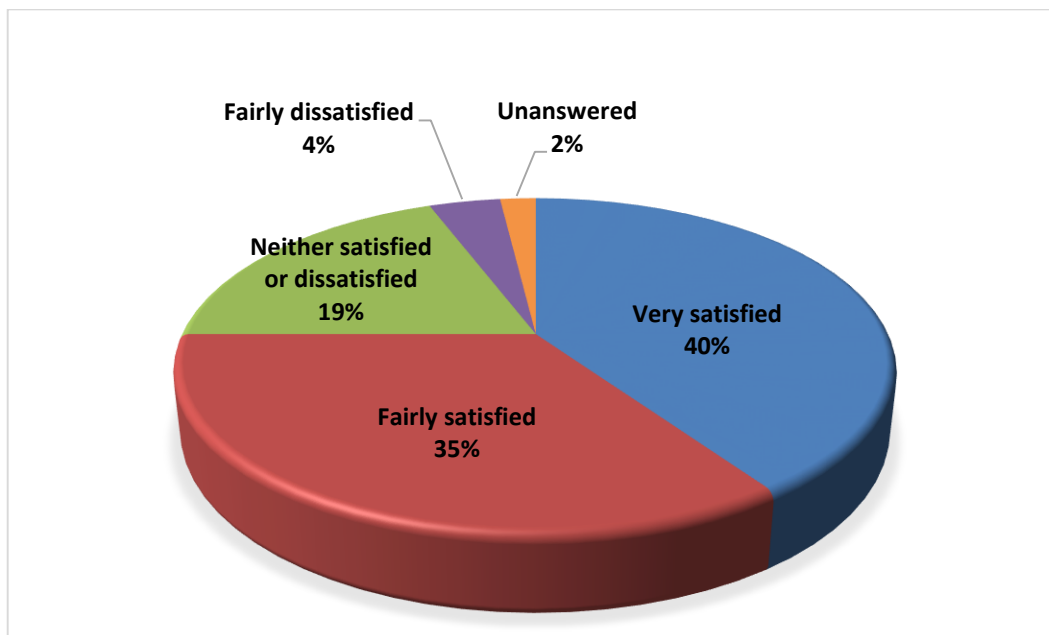
85% of customers are very or fairly satisfied with the friendliness and helpfulness of staff – this demonstrates our strong customer focus.

2.2.3 How satisfied are you with the quality of feedback you received from ACHA?



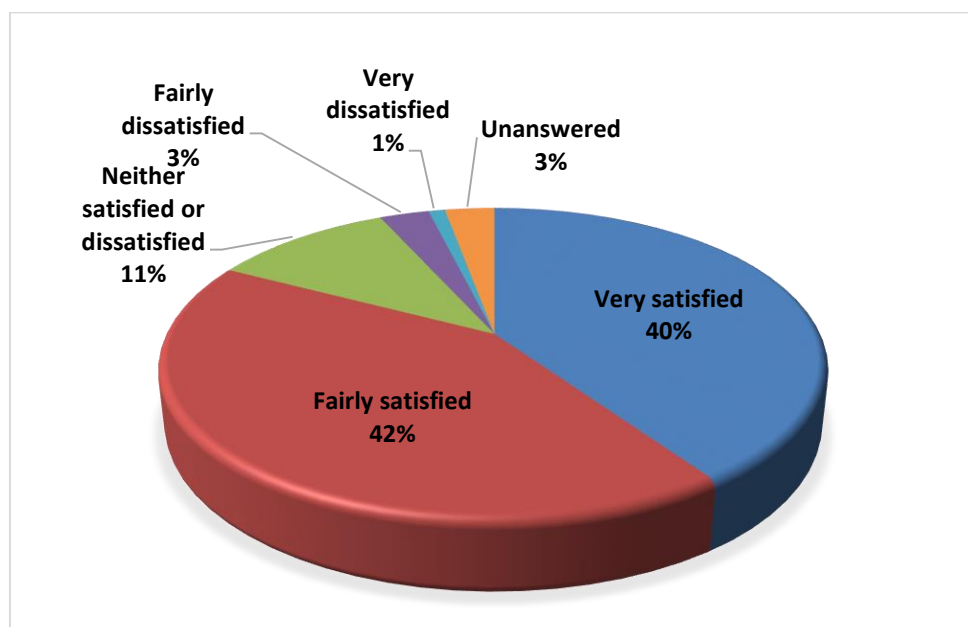
61% of customers are satisfied with the quality of feedback – many that were neither satisfied or dissatisfied had no cause to be in touch with staff and therefore no response was required.

2.2.4 How satisfied are you with staff knowledge to support responses?



75% of customers are very or fairly satisfied with staff knowledge – assurance that the training carried out with staff has been embraced and successful in empowering staff to deal with issues.

2.2.5 How satisfied are you with the level of information provided to you?



Again, responses prove that customers have a high level of satisfaction with communication - with 82% being very or fairly satisfied with the information provided to them.

2.3 Feedback comments and suggestions

It is reassuring to note that our work to improve communication has been successful and is being well received by our customers.

Comments are summarised in the following themes and available on the appendices attached to this report for information. It should be noted that staff conducting the consultation addressed queries or outstanding matters at the time of interviews.

- Positive feedback – Appendix 1
- Communication – Appendix 2
- Service delivery – Appendix 3
- Housing / Estate Management – Appendix 4
- Repairs and major work – Appendix 5

3. SUMMARY

We are pleased that a higher number of customers were able to take part in the survey. As a result, we have been able to identify the main concerns of owners. In summary, these focus on: -

- Major work
- Housing Management/neighbouring issues
- Repairs
- Service delivery - customer understanding / expectations

We will create an action plan including both positive and negative comments to ensure we address specific issues raised.

Service users will be kept up to date with performance through the Factored Owners Newsletter which will also be available on ACHA's website along with this report.

Appendix 1 – Positive feedback

Positive	I feel that ACHA tries its best to deliver on their services.
	Anything we've needed has been done quickly and quality of contact has been helpful and friendly - very positive about the service received
	Adequate service - everything raised dealt with
	Everything goes well - not had to be in touch
	Things working well, being kept informed, responsive & kept in the loop
	Working well because there haven't been any issues; payment system easy and information provided keeps me up to date
	Owner is just new to the service and cant fault it.
	No issues with the service, if there ever are any problems they are dealt with promptly.
	Never had any problems with the factoring service, staff are always very helpful.
	Owner is very please with external work that was provided, roof and roughcast.
	Owner advised that the service has got better due to the work that has been completed.
	Fast tracked external repairs now factoring is in place - guttering, replacement glass, internal stairways an doors repaired and painted now looks a lot better
	Easy to pay - by direct debit. No issues, close kept well and common repairs all working well, quick response. Cost of repairs seem reasonable. External work has been done well. Very happy not to have to arrange quotes etc themselves
	Owner is very satisfied as any issues are dealt with promptly.
	Very happy with the service. Some difficulties getting all owners to agree to repairs/improvements e.g. fencing/lights. Good value for money
	Always kept informed of any repairs; easy payment system by direct debit
	Haven't had much contact with service but things have worked well but when you've been in touch happy with the response
	Not got any complaints about anything, never had any issues with the factoring service.
	Limited contact but seems to work well
	When I have reported any repairs needed there has been a quick response
	Aware of the service on offer and how to get in touch
	Not had much contact with the service - DD in place to keep additional costs down. Has been happy with the work that has been done.
	No suggestions all going well - external works have gone well workmen very nice.
	Kept up to date re any issues and work done
	Very happy with the service provided couldn't think of any improvements needed
	Factoring has really enhanced the building and provides comfort and reassurance having someone to turn to especially in an emergency
Always kept informed by post - no suggestions for improvements	

Positive - Cont'd	Happy with the service
	All seems to be working well
	Quick response when you've been in touch - that you didn't go ahead with major works because of cost
	Happy with the information provided and know who to get in touch with if needed
	Very lucky to have been provided with this service
	Haven't needed to get in touch but very satisfied with the service provided. Couldn't think of any improvement needed
	Haven't needed to get in touch but very satisfied with the service provided. Couldn't think of any improvements needed.
	Nothing to improve

Appendix 2 – Communication

Communication	We have had repairs carried out we did not know about. It would be nice to get notification of repairs due to be carried out as it is a little unsettling when you see strangers patrolling your building
	Lack of communication about work being carried out. e.g invoice for £80 as 1/6 costs of work carried out on the roof. We didn't know this work was being carried out.
	Greater clarity about what ACHA's responsibilities are. Concerned about what would happen if damage is caused by a fire or flood from a tenanted property where the tenant doesn't have insurance.
	Communication regarding work is quite poor.
	More regular contact re work going on or planned
	Since major work has been carried out not had any contact with ACHA

Appendix 3 – Service delivery

Service Delivery	Everything seems to run ok but could be improved - billing invoice just gives total, not a breakdown of costs e.g. labour, materials etc on repairs invoices.
	Last year someone raised a job raised for something this owner didn't think was needed - removing rust from and painting outside pipework. They were told the work would include 2 coats of paint and take 10 -15 days to complete it took 3 months only 1 coat paint and rust not removed. Still in process of challenging the bill - waiting on a response. Was happy with service in previous years and the quick response when repairs needed.
	No work being carried on factored properties in block. No work being done to clear the guttering - would like this to be done twice a year.
	Owner feels he is not being kept up to date with building works. Owner also states that he feels he is paying for a service that he is not getting much use out of due to some work going on a majority basis.
	Common repairs - query about whether work had been done - now resolved
	Close light not fixed, phoned to report recently; otherwise happy with service
	Not sure what the fee covers, don't see much getting done with it
	Nothing has gone wrong. Understand the paper work and bills but not clear that people paying by direct debit don't have to make a payment
	Difficulties getting through to repairs service out of hours - difficulty understanding whether it was an emergency or not - didn't get a clear answer
	Received a reminder letter for last quarterly payment although this had already been paid. Bank statement submitted showing the payment but have not been contacted to confirm that the invoice is no longer outstanding
	Lack of information about the factoring service in general
	I feel when contractors say they have finished job it should be checked as twice been billed work not carried out
	Sometimes cant get through to customer service line, but eventually do to a very helpful member of staff. Personal visits, one person at the desk, am concerned for the member of staff in case an aggressive customer calls
	Maybe a follow up notice to the person who reports and outside repair. I made a report of water ingress. I did get a phone call and was told the repair was done. I do not know what kind of repair was done. Just a thought that maybe tenants/residents could be kept informed.
	Would appreciate more general inspections and to be advised when ACHA are going to be carrying out the inspections. Would appreciate more updates on the progress of works.
	Not sure what ongoing maintenance there would be after major works done.
	Keeping in regular contact with private owners and not just tenants. Owner feels all owners are kept 'in the dark' from ACHA as our aim is Tenants.
Better feedback - none received following reminder about an invoice that had already been paid	

Service Delivery Cont'd	Speaking to different people - named contact would improve matters
	Information about survey of property and planned maintenance - poor copy provided. Did provide feedback but got no response.
	Not receiving information in advance of work being done
	Speaking to different people - named contact would improve matters
	I am unsure who the correct person to contact is if I have any issues.
	More consistency and better communication.
	The charge to replace a light bulb is very excessive. This could be doing with being looked at.
	Mostly the work they've seen has been to rented rather than factored properties.
	Only area of concern is keeping people informed when work was being delayed e.g. waiting until work needed on more than 1 property to keep the cost of equipment down. Happy about the reduced cost (Policy revision proposals) but would like to be kept up to date
	Very few other private owners in close. Owner feels they are paying for work to be done as a common repair that they could do themselves - emailed to advise that street name sign was hanging off the wall but no response. Communication could be clearer - especially re insurance: close is being painted at the moment - going well
	Could newsletter be emailed rather than posted as they would be more likely to read it. Also, would it be possible to offer discounted home insurance to factored properties

Appendix 4 – Housing / Estate Management

Housing/Estate Management	Car parking major problem
	Submitted comments to consultation around 2 years ago - common garden areas not being kept up. Haven't been in touch with us about that e.g. broken clothes poles. Bins sitting permanently on the pavement - taking up quite of space. Is there any other options with regard to where the bins should be stored?
	Should they pay for clearing rubbish from a neighbours - left in bin area but blown in to garden? Lack of resolution when issues have been raised about ACHA tenant leaving bike/pram etc in the close. Customer uses crutches and has concerns about the potential fire hazard.
	Not sure what factoring service does because building is a mess and lots of repairs needing done. Unsure what I am paying for.
	ACHA tenant leaving rubbish everywhere - being sent invoices for their mess. The value of my property has plummeted.
	ACHA should be checking on their tenants more frequently as it is ACHA tenants who are causing the issues.
	Cleanliness of stairs - neighbours not cleaning the stairs
	Concerned about aggressive letter received about the need to keep down weeds in the common drying area and other common parts at the front of the building
	Weed spraying of back yard not included, owner is paying for this themselves. Also, drying poles - several are out of the ground gives a bad impression

Appendix 5 – Repairs and Major Work

Repairs	Have had problem with the roof which took a while to fix. They also took chimney the chimney down and said they would put a flu up; this hasn't happened and now he can't use gas fire. He has raised the issue but had no reply.
	On-going problem with the roof; this is taking a while to get sorted but don't necessarily think this is ACHA's fault.
	Dont seem to get anywhere with getting roof done - not using local contractors or cherry pickers which increases costs to owners.
	Decoration of the close is an issue, paint is flaking because of dampness, supposed to have been sorted last year and still has not been done. Got charged for a blocked drain which should not have been rechargeable as the drain was not blocked, there was a cover over it.
	An issue re close painting needing redone because it wasn't prepared well in advance
	Had damp in kitchen caused by roof problem- took 2.5 years to fix. Too long after repeated reports. Seem to pass the buck.
	The problems with the drainage seems to be caused by the same fault over and over
	Painting bannisters - tape had been put over railing as a protection. Will they repair handrail at same time? Stairs cracked - will they be repaired. Paint dripped onto stairs.
	Ongoing issue with the door entry system at the rear of block.
	Door entry not working - reported over a year ago.
	Ongoing issues with flat- water ingress coming in through lintel at living room window. Long term problem unresolved.
	There was a repair which needed done and it took a while for the ACHA inspector to inspect it. Reason for delay was that they had to get it inspected and get cherry picker up. Reported in September but took a good few weeks. There was water pouring in, I wanted it fixed immediately. I seen it as an emergency but ACHA didn't.
	My security door has not been working for 4 years.
	Back entrance walls need painting properly, if primer has been used not adequate for the job, paint off down to plaster, stair lights not on a good timing in the middle of winter - on too early in the afternoon and went off in the morning whilst still quite dark
	Very unhappy with the state of the outside of the building - include down pipes needing clearing, roughcasting etc.
	Sometimes feel as an owner that they don't receive as good a service as tenanted properties. For example no-one knew where the stop cock was and there could be potential damage to ACHA properties if there was ever a leak.

Repairs Cont'd	Use local contractors to keep prices lower
	Main thing would be to see if there is any way of ensuring agreement can be reached for work to go ahead.
	Haven't had much contact with ACHA in the last year. There was a problem previously where it took about 3 months to complete work following a report of a leaking roof. Concern about the potential for property damage during that time.
	Owner advised that jobs should be inspected following on repairs being completed to make sure they are completed to a high standard.
	The drains seem to be the cause of most complaints and the materials causing the problem also seem to be the same ie toiletries
	Queried whether gutters would be needed because of recent refurbishments.
	Told there would be a maintenance plan but don't seem to have received this. Tree near the building window, roots could cause problems and tree could impact on household insurance e.g. less than 5m from the property. Could there be another tree survey done? Other trees further away from the property seem to have been cut down

Major work	Lack of information about the factoring service in general as we haven't heard anything about the major works - agreed to pay towards the survey work but haven't heard anything since - agreed in principle. Didn't get information about grants potentially available
	Very unsatisfactory communication about a large amount of money quoted to carry out a survey for work to be done.
	Very unhappy that major work can't be done unless all owners agree to pay. Roof, guttering etc. this has been going on for a while. Also unhappy at being asked to pay £100 to get quotes done when there's no certainty that the work would go ahead. Feels that all we're doing is changing lightbulbs etc doesn't see factoring as providing good value for money.
	Re-roofing, limited information given about what the cost would be and told no grant would be payable and that their share would be needed up front. very unhappy with the response from staff who came out to talk to them about. this
	Block needs new roof - agreement required before work can go ahead
	More consultation e.g. group meeting when major works are being considered.
	Paid for property survey to inform major works, roof and rough casting at the end of last year but have heard nothing since
	Everything ok just now except that bills for major works/repairs need to be paid upfront. Not an issue at the moment as double glazing etc has all been done
	Owners didn't feel they had a choice over major works being done - pretty stressful experience at the point it was being done and had to pay the money up front. Did manage to get grant to cover some of the cost.