



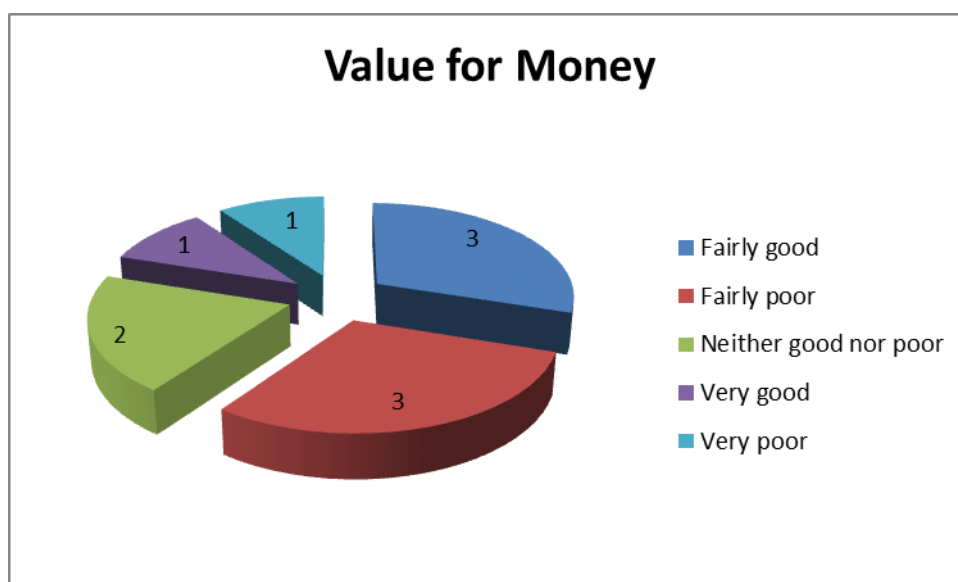
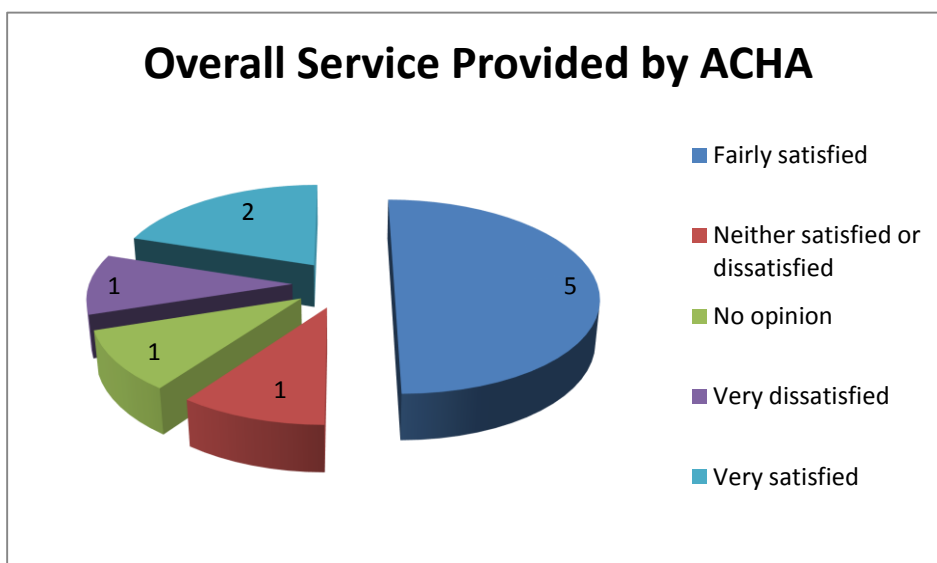
Annual Gypsy Travellers Survey 2014

Results & Feedback

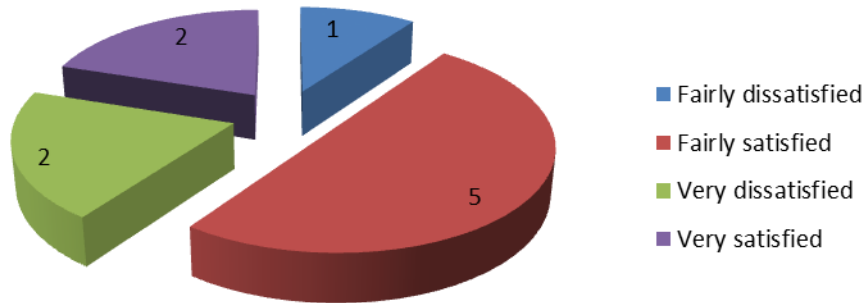
Overview

The annual Travelling Persons survey was carried out in February 2014. The survey contained a broad range of questions, some required by the Scottish Social Housing Charter and others requested by ACHA to better understand the needs and opinions of our tenants. Surveys were carried out in person by Housing & Neighbourhood Services Assistants in Dunoon, Oban & Lochgilphead. 10 surveys were completed, 3 more than in 2013, with the majority of these being from the Duncholgan site in Mid Argyll.

The following graphs show the results of the returned questionnaires.

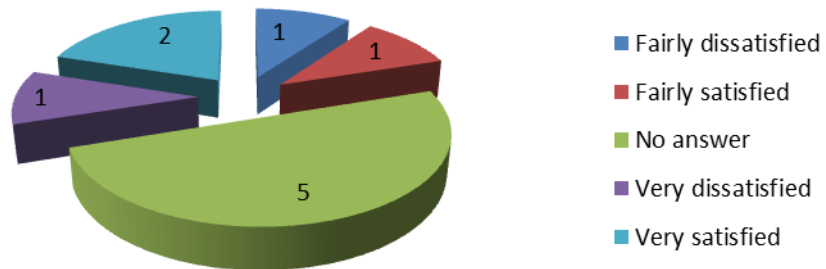


Quality of Pitch

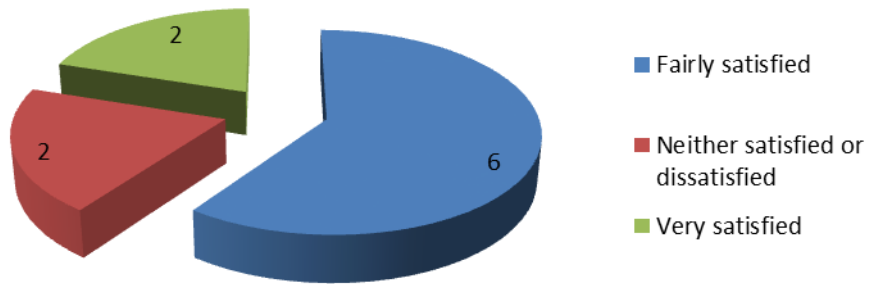


Standard of Pitch When You Moved In

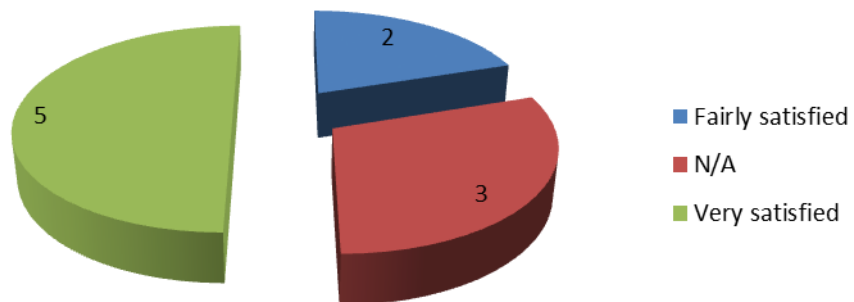
(if moved in after February 2013)



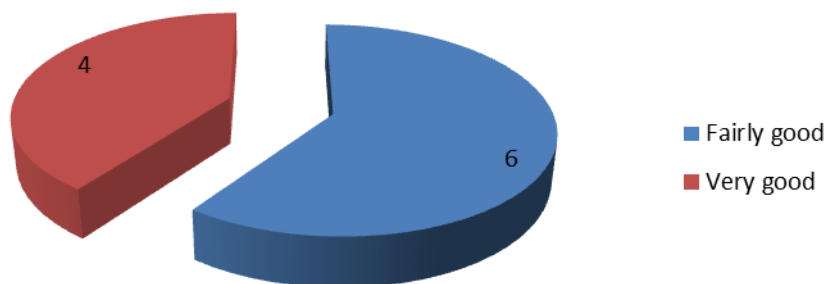
ACHA's Management of Your Site



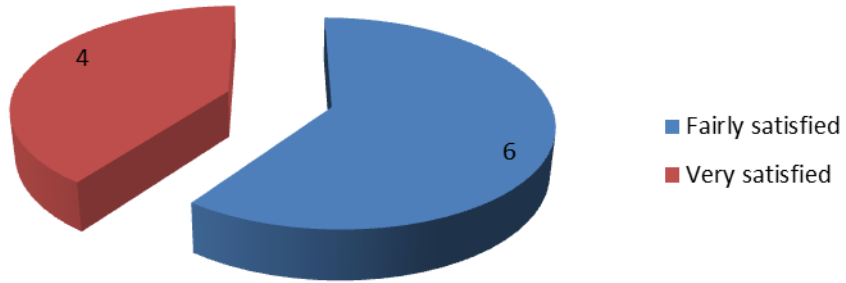
Repairs Carried Out in the Last 12 Months



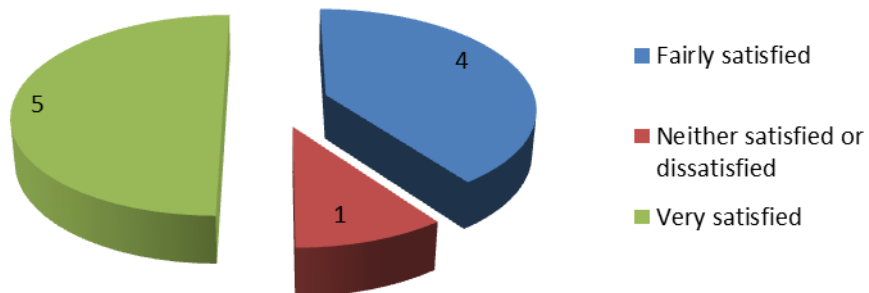
Information on Services and Decisions



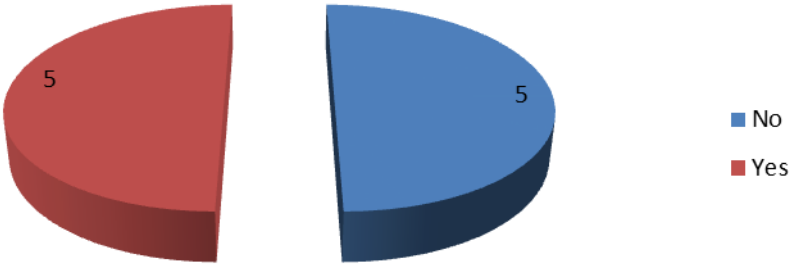
Opportunities to Participate in Any Decision Making Processes



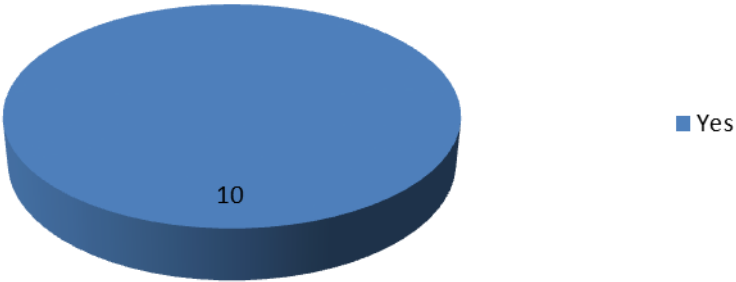
Ways to Pay Rent



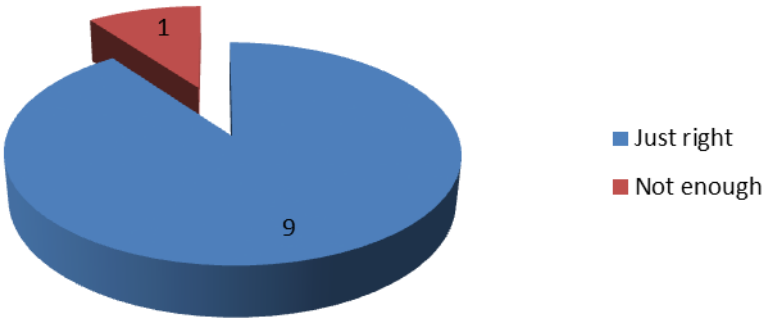
Have You Been Contacted By the Welfare Rights Officer



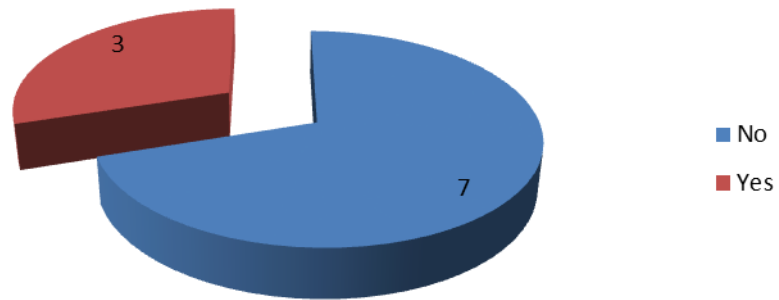
Are You Happy With Ways You Can Contact ACHA?



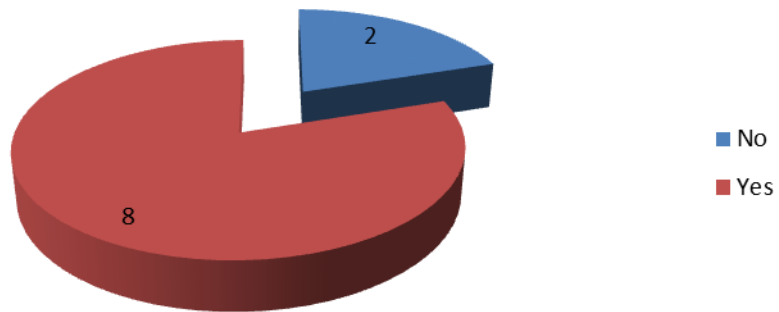
Frequency ACHA Staff Attend Your Site



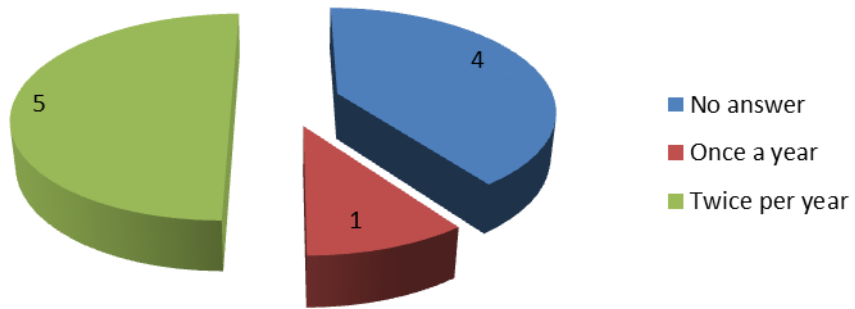
Would You Like to Become Part of the Tenants Consultation Register



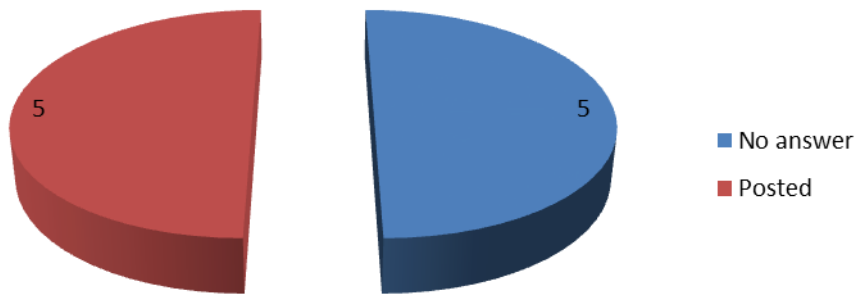
Would You Like a Gypsy Traveller Newsletter?



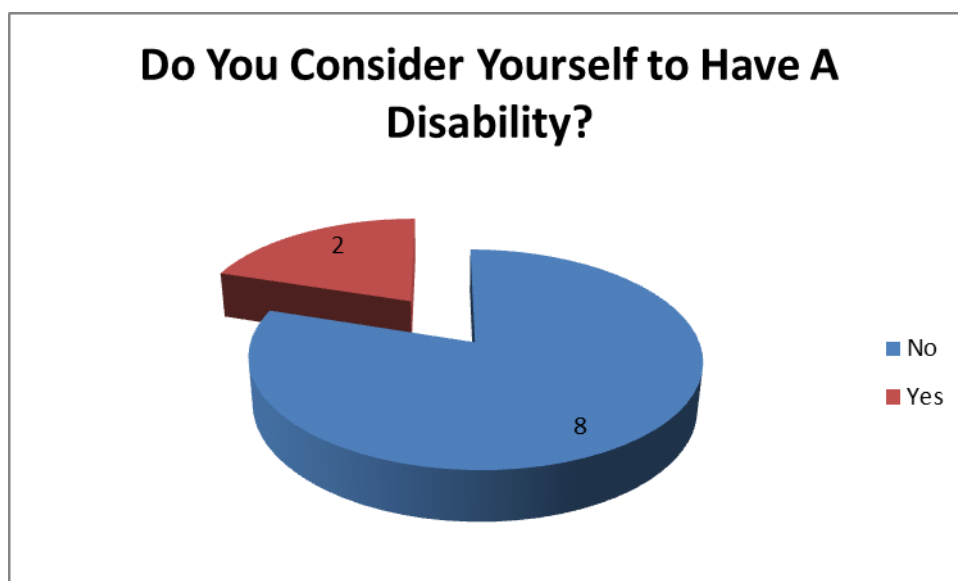
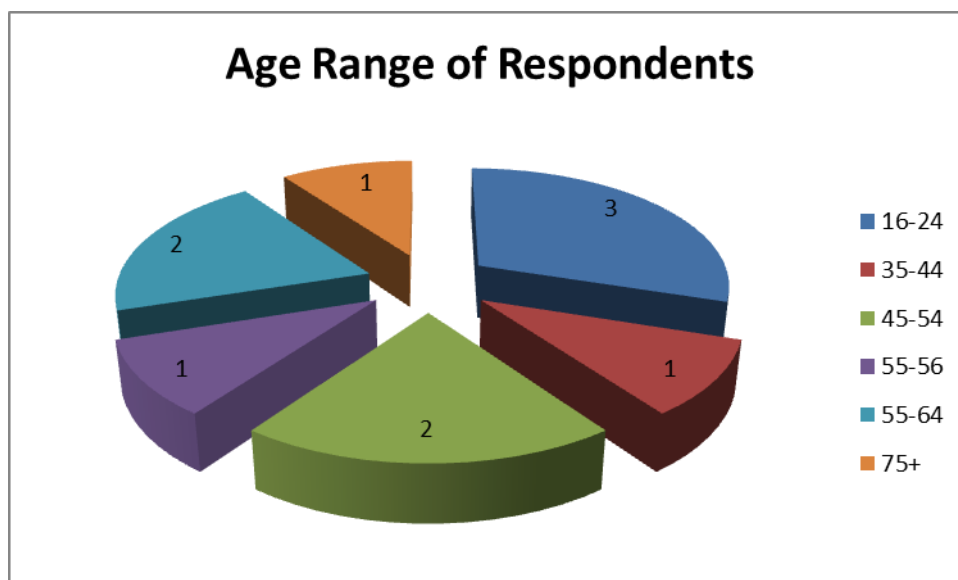
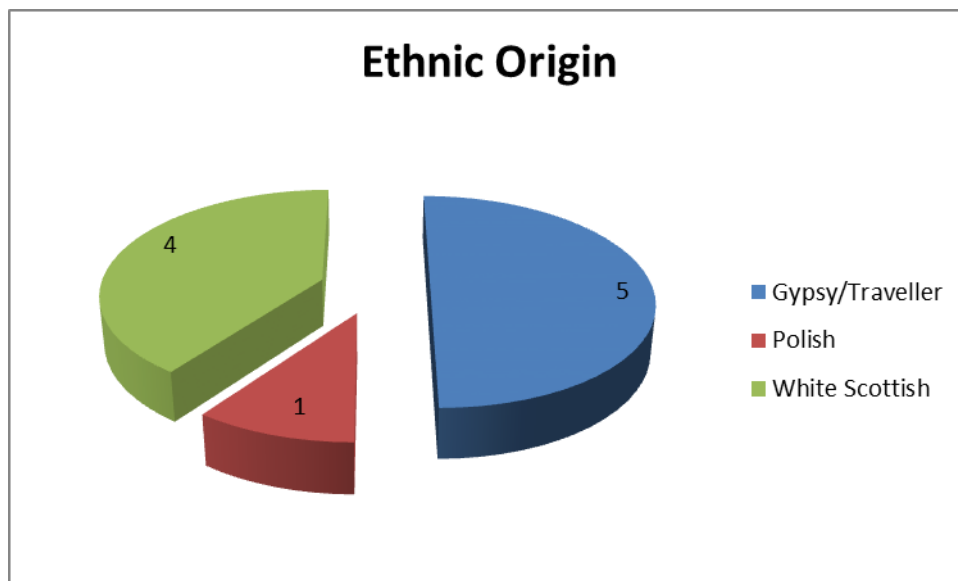
How Often Would You Like a Newsletter?



How Would You Like It Distributed?



Information on those taking part



The following comments were made by tenants on the survey:

What Do You Think is Good About Your Site?

Ledaig

It's a good location

Duncholgan

Privacy

I think there is a lot to say on that matter. Duncholgan site is in a rundown state and in very poor condition. It needs a lot of things done in order to make it a good place to live.

Somewhere to stay.

Somewhere settled and not having to move from place to place.

A place to settle down and not have to move from place to place.

Privacy.

It's mostly my family so we get along.

I know everyone and it's quiet.

Torlochan

Usually quiet.

What Do You Think Would Improve Your Site?

Ledaig

Build better chalets - I have stayed on sited with much better facilities than this one.

Duncholgan

Bigger outside units, plumbing facilities, better road, more even ground, better play ground.

Bigger units with under ground plumbing. Complete rebuild and updated.

Better roads leading to site. More grass areas and a place for kids to play.

A skip at the top of the site for large rubbish.

A better improved road to the site and verges.

Better road to site and verges.

Swing park, bigger units, better road leading to site, bigger pitches, more grass areas, etc.

To be able to plumb the static caravan in, not having to go outside for water or toilet.

Having the caravans plumbed in. I think it's wrong outside toilet.

Torlochan

Check background of new applicants to site.

Any Additional Comments?

Duncholgan

Hope ACHA will have funds soon to rebuild site.

Hopefully ACHA will be giving money to help make this site better.