



Your Feedback Matters

Last year we carried out a telephone survey to ask how satisfied you were with the way we deliver services.

If you were one of the **440** tenants who took part in the survey—**"THANK YOU!"**
Your feedback really helps make a difference.

All of the comments received, good and bad, are reviewed and fed into an action plan which is used to help plan for and change the way services are delivered in the future.

The results from the last survey show improvements in levels of satisfaction across a wide range of services or topics with over **84%** of you satisfied with the overall service provided by ACHA. We want to keep making improvements and, this year, will be carrying out another survey during October— if you are contacted, please take part in the survey as your feedback really does make a difference.

This special edition newsletter provides you with the results of the last satisfaction survey along with some of the changes we have made or are going to make as a result of **YOUR** feedback.

Help us Get Better!

Satisfaction levels for Argyll Community Housing Association

Each year we carry out surveys of tenants and Factored Owners to find out how satisfied they are with our services. The results are then submitted to the Scottish Housing Regulator who monitor the performance of all Registered Social Landlords. There are many ways in which tenants and other customers can provide feedback to us and we use the information you provide to help improve our services

There are ten set questions, or indicators, relating to satisfaction levels that we must ask and report back on. This special edition newsletter provides you with the results from the last survey and details of some of the changes we have made or are going to make in the future as a result of your comments.

If you have any comments, suggestion or feedback on any of our services we'd love to hear from you at communications@acha.co.uk

Neighbourhood & Community

Percentage of tenants satisfied with the management of the neighbourhood they live in.

Although we improved satisfaction levels by over **16%** to a healthy **84.77%** we feel that we can still make improvements within the areas in which you live. In order to achieve this we have recently carried out an additional survey of tenants who have provided feedback and suggestions on a number of new initiatives which will be introduced over the coming months. This will include a facility to email in photos of, for example, graffiti and a dedicated phone number to report anti social behaviour. Tenants also thought it would be a good idea for ACHA to explain a bit more what grass or open space areas we do and do not maintain within our estates – we'll run an article on this in a future newsletter.



Left, Wyndham play park. Above, Oban play park,

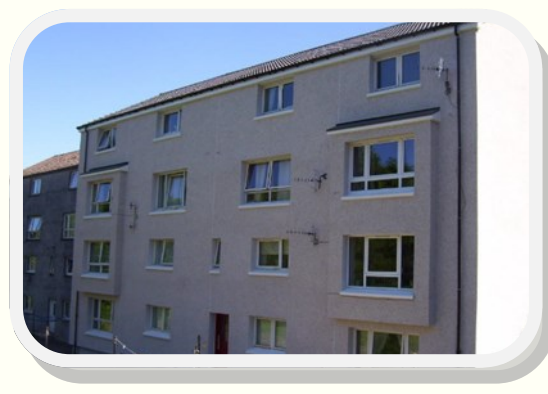
Housing & Maintenance

Percentage of existing tenants satisfied with the quality of their home.

Over the last 8 years we have carried out a comprehensive programme of kitchen, bathroom, heating and rewiring replacements. We also provide a 24hr emergency repair service 365 days a year. Our latest survey revealed that just over **76%** of our tenants were satisfied with the quality of their home – this was a **5%** improvement when compared to previous surveys.



Ulva Road, Oban before rough-casting



Ulva Road, Oban after rough-casting

Feedback from tenants has indicated that some of you are concerned that follow up remedial repairs to new installations might not be attended to. In order to make sure that we deal with any concerns you might have following the installation of, say, a new kitchen or heating system, we will write to you two months before the end of the warranty period to double check that everything is okay. Of course you can report any repairs issues you have at any time by contacting our Customer Service Centre on 0800 028 2755 or via our website at www.acha.co.uk

You have also told us that you would like more information on when major works are to take place and we have taken your comments on board — we aim to write to you and visit as early as possible to let you what work is to be carried out and when.

Some tenants have raised concerns about condensation and dampness and as a result we will be introducing new information leaflets for tenants along with additional diagnostic training for our staff.

Other feedback included suggestions relating to the standard of our empty houses at the point of relet and some design features of new build property — these comments, along with other suggestions on how we can improve our services will all be reviewed and where appropriate introduced in the future.

Percentage of tenants satisfied with the repairs service (if used within the last 12 months)

The majority of our day to day repairs are carried out by our own subsidiary company “Argyll Homes For All” (AHFA). Satisfaction levels with our repairs service remain consistently high with almost **98%** of you reporting that you are satisfied with the service we offer. This is around 8% better than the Scottish average satisfaction rate. We monitor satisfaction levels in a variety of ways including telephone surveys, inspection of work completed and via satisfaction cards which are left after every job.

In the last year we completed almost 16,500 repairs – the vast majority of which were completed within target and to the satisfaction of our tenants.



Just one of our many AHFA operatives who are happy to help — just call 0800 028 2755

Sometimes ACHA is unable to go ahead and carry out repair work to common parts of buildings such as the gutters or roof due to the fact that there are other owners who also have repair and maintenance obligations. In such cases we need to obtain the other owners consent to carry out work – even if the repair required only affects our tenants. We appreciate that these delays are frustrating and worrying for our tenants but please be assured we are doing all we can to obtain owner agreement to progress with the work – unfortunately it sometimes just takes a little longer than we'd like.

Percentage of factored owners satisfied with the factoring service they receive

ACHA currently manages, or Factors, the communal property maintenance of **269** former Council or ACHA properties which are now owner occupied and share common building parts with ACHA. Annual surveys, specifically for Factored Owners, are showing an improving trend in satisfaction levels with the most recent results providing close to a **24%** increase in satisfaction levels which now sit at **69%**.

The Factoring service organise works for owners who share, with ACHA, common maintenance responsibilities. This may include repairs to the roof, gutters or perhaps close lights.

Previous feedback regarding poor communications from ACHA to Factored Owners has resulted in notice/information boards being put up in the common close areas of Factored blocks detailing any common works which have been carried out. This simple but effective method of communications has proved to be popular with our Factored Owners.

This year we will be introducing annual property surveys of our Factored blocks. We hope that these surveys will help owners plan for future expenditure to common parts shared with ACHA.

Access to Housing & Support

Percentage of tenants satisfied with the standard of their home when moving in

We always aim to let our houses in a clean and well maintained condition. Just over **94%** of our new tenants last year agreed that we had achieved this. However, from time to time things may not be perfect and, just in case, we will contact all new tenants, by telephone, shortly after moving in to double check how things are. We'll also carry out a settling in visit around 6 weeks later.

Mary-Catherine McIntyre and her son Izzyan (pictured right) moved into Catalina Avenue, Oban.

Mrs McIntyre said "I was very excited to be made an offer of this house, it has a good garden and is a very nice quiet area for my family to grow up in".



Customer & Landlord Relationship

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.

Just over **75%** of you told us that you were happy with the opportunities you have to take part in the decision making process – we want to increase that figure! There are many ways for tenants and other customer to get involved. Our Tenant Participation Strategy has recently been reviewed with input from tenants and local groups. We also carry out regular consultation with service users on our Policies and Strategies. You don't need to join a formal group or committee to make your voice heard — full details can be found at www.acha.co.uk

We also have a "Get Involved" leaflet which lists all of the different ways you can have your say on our services

- you can download the leaflet from our website or pick up one at your local ACHA office.



ACHA Board of Management –
September 2015

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.

Almost **86%** of tenants feel that we are good at keeping you informed – this newsletter has been produced as a direct result of tenants telling us they want more information about how we are performing.

We've just completed the consultation on our Group Communications and Feedback Strategy which aims to ensure that we provide you with the best possible information and responses on any queries you may put to us.

In the future we aim to further develop our website and also utilise social media in order to provide as many opportunities for you to be kept up to date as possible. If you would like to receive text or email updates just let your local ACHA office know and we'll update your communication preferences.

Good Value from Rents & Service Charges

Percentage of tenants who feel that the rent for their property represents good value for money.

As rents and service charges are our primary source of income it is important that we make best use of the money available to us to provide services you really want and need. Your rent and service charges pay for, amongst other things a 24hr, 365 day a year repairs service, highly trained staff, grass cutting, estate management, Sheltered Housing and information and advice on a wide range of topics. Compared to other housing association. ACHA rents are comparatively low and this was recognised by almost **91%** of our tenants who feel that their rent represents good value for money.

Every year we consult with tenants on the level of the rent rise. This consultation also provides tenants the opportunity to provide feedback and suggestions on what services we should provide. Over £100 million has been spent on improving our housing stock since 2006.

The table below sets out the number of houses and flats by size and the average weekly rent for each. The overall average weekly rent is £72.16. The overall average weekly rent for Registered Social Landlords in 2015-16 was £81.14.

House size/ Type	House	Flat	Total	Average Weekly Rent £	Scottish Ave Weekly Rent £	RSL Ave Weekly Rent £
1 Apt	29	68	97	63.70	65.97	63.76
2 Apt	485	876	1361	66.19	70.47	72.78
3 Apt	950	1243	2193	71.51	71.65	78.76
4 Apt	999	364	1363	78.39	77.67	84.81
5 Apt +	100	36	136	84.33	86.02	94.94
Total	2563	2597	5150	72.16	72.99	81.14

Percentage of Gypsies/Travellers satisfied with the landlord's management of the site.

ACHA is the only Housing Association in Scotland which operates and manages sites for Gypsies/Travellers. We work closely with our tenants and have recently completed a consultation exercise on the Scottish Government's new standards for sites. This year, in conjunction with our site tenants, our first ever Gypsy Traveller newsletter was published. Satisfaction levels in relation to our management of the sites have improved from **57%** in 2014/15 to **83%** for this year.



Donald, Ellie May, Alastair and Jessica Stewart of Ledaig, Oban. Travelling Persons Site

Thank you for taking the time to read our newsletter. If you have any comment or suggestions please get in touch – we'd love to hear from you!

This newsletter can be made available in other formats, for example in large print, audio-format or Braille: the document may also be available in other languages, in full or summary form, as appropriate. Contact **0800 028 2755**