



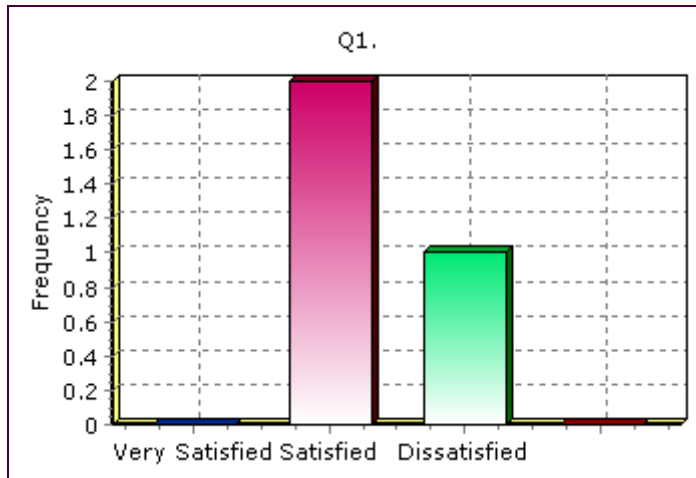
**Controlled Entry
Satisfaction Survey
Analysis
2018 – 2019**

A total of 57 surveys were sent out, and of these 3 were returned resulting in a response rate of 5%

- **67% of respondents were satisfied with the service provided by Knowes**
- **67% of respondents were satisfied with the information provided by Knowes**
- **100% of respondents had no difficulty accessing information of contacting Knowes**
- **67% of respondents were satisfied with the service provided by the contractor carrying out the installation**
- **100% of respondents confirmed they had no questions or problems relating to the work carried out during the upgrade**
- **100% of respondents confirmed that the service did not require improving**
- **67% of the respondents felt they were treated fairly**

Tenant Satisfaction Survey Controlled Entry 2018/19

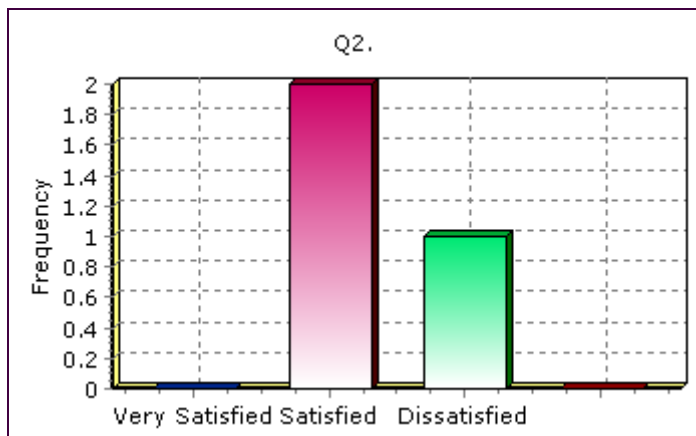
Q1. How satisfied were you with the overall service provided to you by Knowes Housing Association?



| Q2. | Percentage |
|-------------------|------------|
| Very Satisfied | 0% |
| Satisfied | 67% |
| Dissatisfied | 33% |
| Very Dissatisfied | 0% |
| Total | 100 |

R3. Took a long time to get info on timescales and price

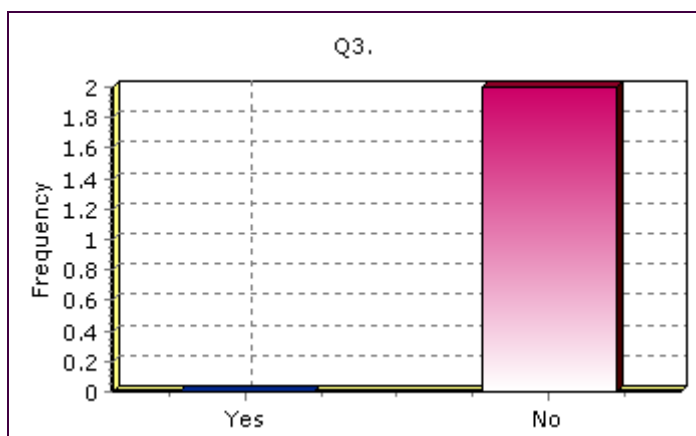
Q2. How satisfied were you with the information provided by Knowes Housing Association?



| Q2. | Percentage |
|-------------------|------------|
| Very Satisfied | 0% |
| Satisfied | 67% |
| Dissatisfied | 33% |
| Very Dissatisfied | 0% |
| Total | 100 |

R3. The letter came 10 days before the door getting put in, not much time to get work shift changed

Q3. Did you have any difficulty contacting the Association or accessing information?



| Q3. | Percentage |
|-------|------------|
| Yes | 0% |
| No | 100% |
| Total | 100 |

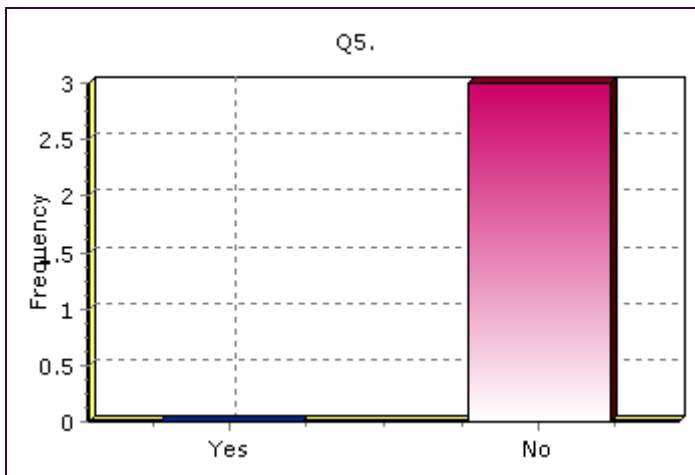
Q4. How satisfied were you with the service provided by the contractor (WSS Lts) carrying out the installation?



| Q4. | Percentage |
|-------------------|------------|
| Very Satisfied | 0% |
| Satisfied | 67% |
| Dissatisfied | 0% |
| Very Dissatisfied | 33% |
| Total | 100 |

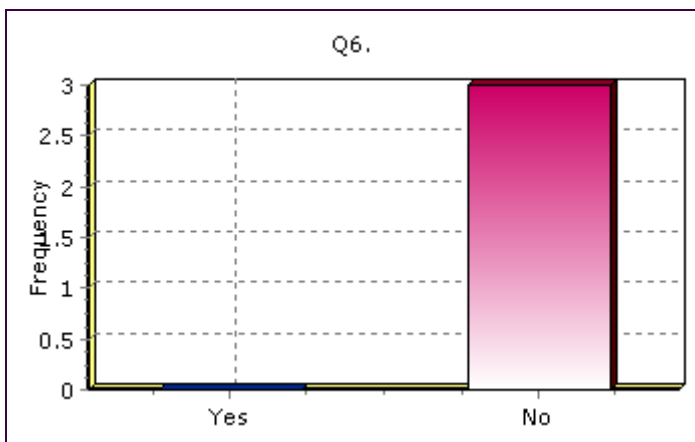
R3. The door had a chip in, and took me to send pics before it got fixed sill not fixed properly, and the rain gets in so hope rot not set in.

Q5. Do you have any problems or questions relating to the work carried out during your controlled entry upgrade?



| Q5. | Percentage |
|-------|------------|
| Yes | 0% |
| No | 100% |
| Total | 100 |

Q6. Do you feel that we could improve this service?

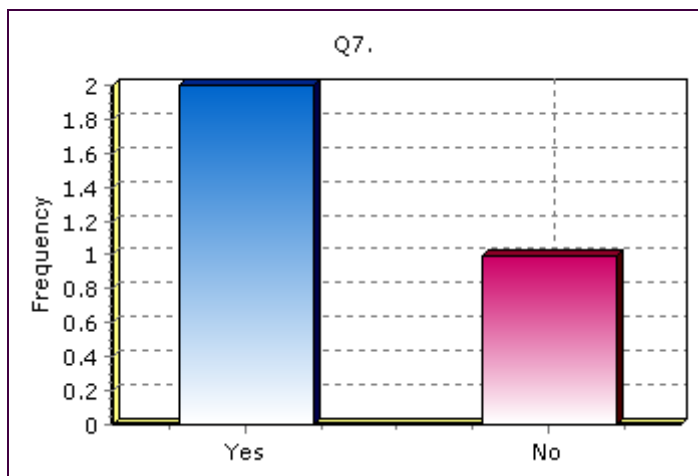


| Q6. | Percentage |
|-------|------------|
| Yes | 100% |
| No | 100% |
| Total | 100 |

R2. Front door secure but back door is being left open allowing entry to be gained by anyone

R3. Could have put better metal door in. Like further round the centre

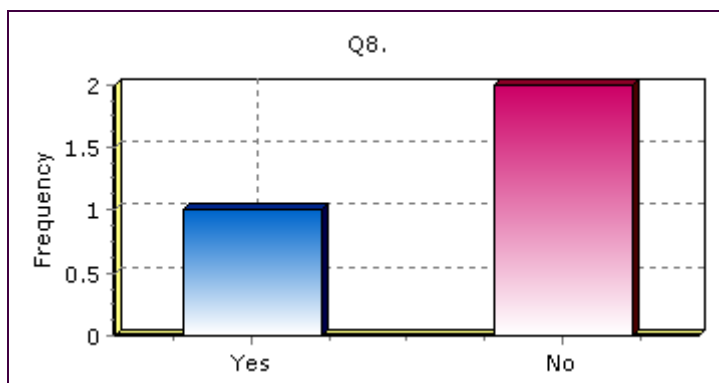
Q7. Do you feel that you have been treated fairly?



| Q7. | Percentage |
|-------|------------|
| Yes | 67% |
| No | 33% |
| Total | 100 |

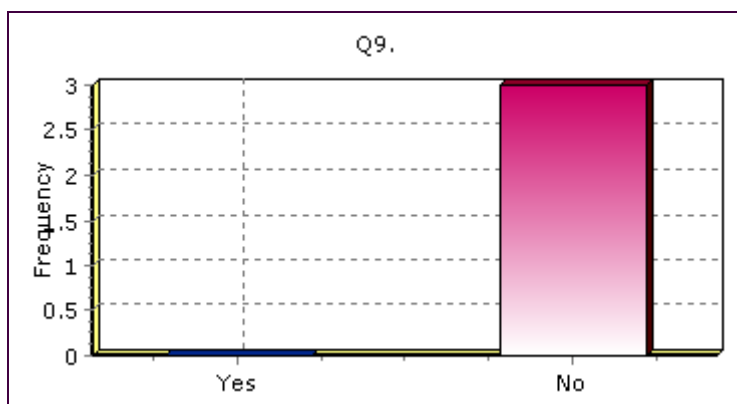
R3. Lack of info and lot of money

Q8. Would you like to be sent a summary of the survey results once collated?



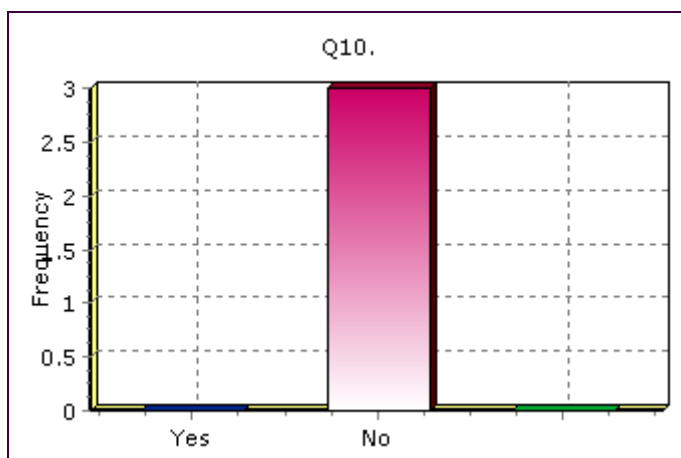
| Q8. | Percentage |
|-------|------------|
| Yes | 33% |
| No | 67% |
| Total | 100 |

Q9. Would you be interested in becoming a Share Member at a cost of £1.00 for life time membership?



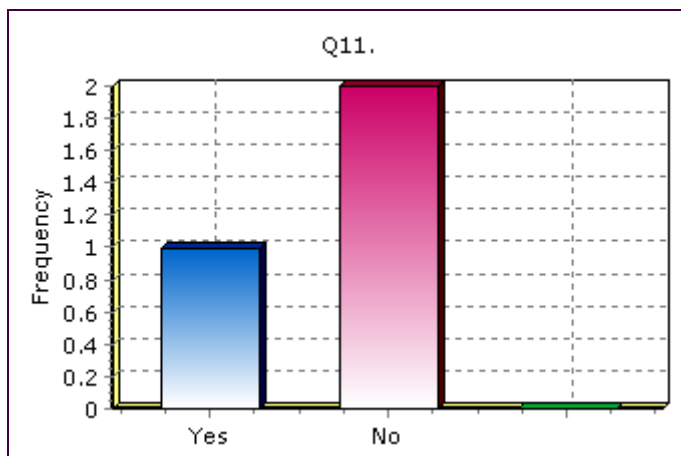
| Q9. | Percentage |
|-------|------------|
| Yes | 0% |
| No | 100% |
| Total | 100 |

Q10. Would you be interested in finding out how we operate as a Housing Association by joining our Management Committee?



| Q10. | Percentage |
|----------------------------|------------|
| Yes | 0% |
| No | 100% |
| Already a Committee Member | 0% |
| Total | 100 |

Q11. Would you be interested in looking at ways in which we could improve our service delivery by joining our Scrutiny Panel?



| Q11. | Percentage |
|---------------------------------|------------|
| Yes | 33% |
| No | 67% |
| Already a Scrutiny Panel Member | 0% |
| Total | 100 |



Knowes Housing Association Ltd., 10 Field Road, Faifley, Clydebank, G81 5BX;
email:info@knowes.org website: www.knowes.org

phone: 01389 877752

Knowes Housing Association Ltd is a charitable organisation registered under Scottish Charity No: SCO27466

Knowes Housing Association Ltd

Registered Office: 10 Field Road, Faifley, Clydebank, G81 5BX

'Registered with the **FCA** under the **Co-operative and Community Benefit Societies Act 2014** (No. 2518R(S)) and with The Scottish Housing Regulator No. HEP300'

Knowes Housing Association Ltd is a registered property factor (Reg. No. PF000201)