



Repairs Satisfaction Survey Analysis

November 2018 – March 2019

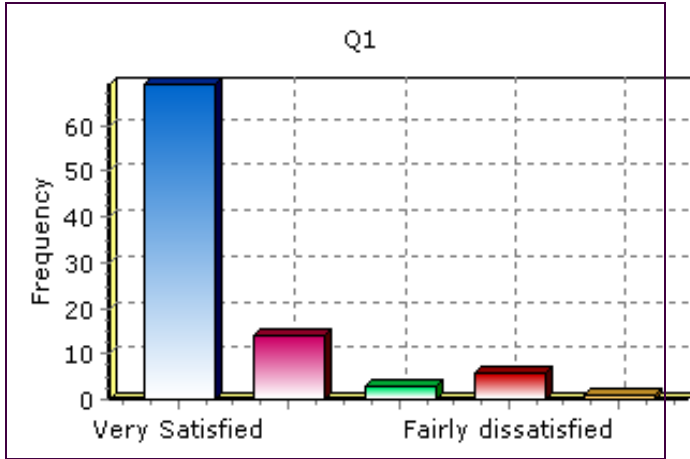
Analysis Breakdown

In total 576 surveys were sent out and of these 93 were returned resulting in a response rate of 17.68%

- 89% of respondents were very or fairly satisfied with the repairs service
- 7% were fairly or dissatisfied with the repairs service
- 12% of respondents were interested in becoming a Share Member
- 4% of respondents were interested in joining our Management Committee
- 6% of respondents were interested in joining our Scrutiny Panel

Repairs Satisfaction Survey November 2018 - March 2019

Q1. Thinking of the last time you had repairs carried out, how satisfied were you with the repairs service you received.



Q2	Percentage
Very Satisfied	74%
Fairly Satisfied	15%
Neither satisfied or dissatisfied	3%
Fairly dissatisfied	6%
Very dissatisfied	1%
Total	100

R11. I am always satisfied with the quality of workmanship provided by your staff. Always pleasant and clear up after job is completed. I am not sure if I can add anything to improve your repair service.

R17. The repair was satisfactory, it was the time you took to complete was not. It took nearly 6 weeks to when I first phoned your office that the repair was carried out.

R25. McDougall group employees I have encountered aren't very professional. Too many want to cut corners, delay the repairs, come back another day. All I have reported on the past. I think you should stop using them. This repair was done because yet again it wasn't completed in the original repair

R27. Never had a problem with your repair service therefore I have no suggestions.

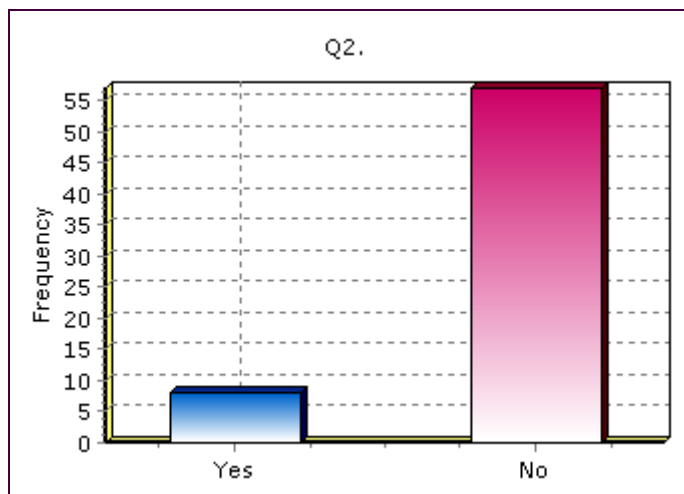
R45. Was always very satisfied with the service of any repairs needed.

R52. I'm satisfied with all Knowes does.

R57. Gentleman that carried out electrical repair was polite and friendly. Carried out repair efficiently. Very satisfied with service

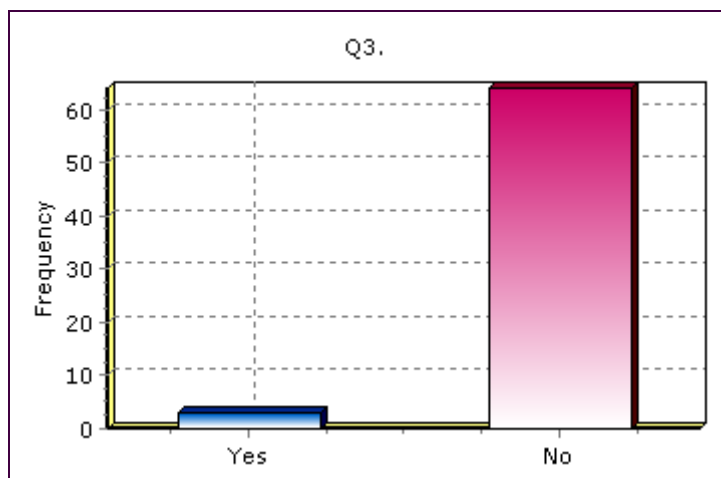
- R59. If the person comes out to do the repairs that he will have the part he needs instead of having to come back next day.
- R68. Very happy with repair to kitchen tap – brand new one fitted, works and looks great.
- R72. * I have repeatedly told repairs I need to be aware when workmen coming to arrange access. This never happens and I come home from work to cards saying repairmen been.
- R. 73 Workmen plunged sink. * Response as above (same tenant)
- R76. I have no idea how to improve your service. I have always found it good.
- R77. I have always been satisfied with repairs through the years. The workmen are always polite and get on with the job.
- R88. There is nothing wrong with the repair service, just this Gas Boiler giving me trouble all of the time.
- R93. Very good service.

Q2. Would you be interested in becoming a Share Member at a cost of £1.00 for life membership?



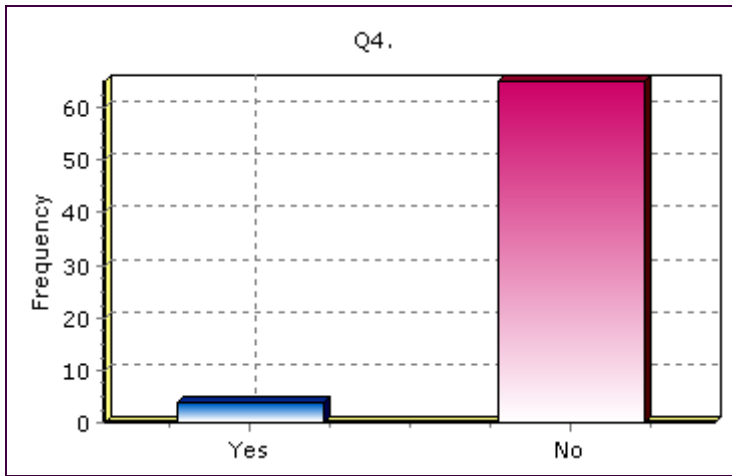
Q2.	Percentage
Yes	12%
No	88%
Total	100

Q3. Would you be interested in finding out how we operate as a Housing Association by joining our Management Committee?



Q3.	Percentage
Yes	4%
No	96%
Total	100

Q4. Would you be interested in looking at ways in which we could improve our service delivery by joining our Scrutiny Panel?



Q4.	Percentage
Yes	6%
No	94%
Total	100



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Knowes Housing Association Ltd

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