



## Customer Working Group Meeting

### Meeting held on Thursday, 22<sup>nd</sup> April 2022

**Present:** Rosemary Marshall  
Mary Campbell  
Audrey McKie

**In Attendance** Sandra McPhee – Corporate Services Compliance Officer

For the first full meeting of the new Group the latest Tenant Satisfaction Survey results were scrutinised by the group. The group looked at the satisfaction indicators which will be reported as part of the Annual Return on the Charter as well as the result for the impact on services due to Covid-19.

Sandra gave a PowerPoint presentation on each of the satisfaction questions asked of the 700 tenants.

#### 1) Housing Quality

- a. *Quality of Home 85.9% (88.9% 2019 result)*
- b. *Repairs Satisfaction 79.1% (89.3% 2019 result)*

Looking at the results of the survey and improvements tenants are looking for their homes, the group felt that given the current situation with the large increase in fuel costs that everyone is facing, installing high quality windows and good insulation to properties would be a huge benefit to the tenants. This would help reduce tenants fuel costs, provide good improvements to the properties and help with dampness issues that some tenants currently have.

The group felt that there needs to be better communication with tenants when they have reported repairs. Tenants should be kept informed if there are issues with repairs being done e.g. backlog of work by the contractor. Tenants would appreciate being kept informed of what is happening, and this

way less likely to complain about the services they are receiving. This could be in the form of a text message, email or letter.

With regards to the properties themselves, it was felt that it would be a benefit for staff to have a better knowledge and understanding of the properties that the Association manage. This would help when tenants are reporting issues with their properties, with staff having a better understanding of the type of property itself.

## **2) Information and Participation**

- a. Participation – 84.9% (87.5% - 2019 result)*
- b. Being Kept Informed – 84.9% (94.2% - 2019 result)*

To make sure that we are keeping everyone informed, we should be looking at recording tenant's preferred form of communication with the Association. This would ensure that we are reaching everyone in the community regardless of their needs and IT abilities.

Also, we should be making sure that we are publicising thoroughly that all our communications, publications, policies etc can be provided in different formats. These could be in different languages, audio versions and brail.

Sandra advised the group that there are many organisations that are able to translate and put our publications into different formats. The Association needs the tenants to engage with the organisation and were we know there is a need for a tenant to have communications in a different format this can be arranged and we can ensure that this is recorded and all communications are sent in the formats needed by tenants.

## **3) Rent & Value for Money**

- a. Value for Money – 77% (76.2% - 2019 result)*

The group discussed if the Association was value for money and meeting the needs of its' tenants.

Sandra advised the group that the Association's average weekly rents are amongst some of the lowest in the Scottish Housing section as were the annual rent increases.

The group believe that if the Association invest in providing windows and insulation helping reduce tenants fuel costs, they believe that tenants will feel that they are getting more value for their money as they are saving on fuel

costs. They felt that these things should be prioritised over kitchens and bathrooms.

Better communication was key area for the group. The association providing better forms of communication, keeping tenants informed about issues they have raised, being heard when they are complaining or having issues with neighbours. Getting the right support from the organisation during difficult situations e.g. suffering from ASB from a neighbour. It was felt that with tenants paying rents they should be heard and supported better by the Association.

#### **4) Management of the Neighbourhood**

##### *a. Satisfaction – 90% (89% - 2019 result)*

This area has increased slightly since the last survey was carried out but the Association are always looking at ways to continually improve.

The group feel that the Association is managing the area well but would be good to look at the problems with

- Lack of grit bins
- Rubbish/dog bins
- Signage for open spaces

With regards to the grit bins and rubbish bins these are the responsibility of the local Council. Sandra advised that she has been trying to make contact with the dog wards to look at maybe doing a campaign involving the local schools. This has been done before but would be good to do again. Sandra will continue to make efforts to contact the dog wardens.

The group suggested putting some sort of box at the outside of the office with poo bags in it so do walkers who don't have bags can pick a couple up when the office isn't open or rather that coming into the office. Sandra advised the group that she will look into getting something organised to be put up on the outside of the office fence.

Fly tipping doesn't seem to be as much of a problem within the area than it once was however, there is still an issue with this at the end of Lawmuir Crescent.

#### **5) Impact of Covid-19 on Services**

##### *a. Overall Satisfaction – 71%*

During the pandemic many organisations faced the difficult task of trying to provide services with as little physical contact as possible and Housing Associations were no exception.

The area of Faifley is very isolated already and Covid-19 didn't help with that. There has been an impact on peoples mental and physical wellbeing and communities and organisations need to look at ways to get people re-engaged, get out and about.

Rosemary highlighted the lack of local facilities and groups within the area. Example of this being Skypoint community centre which has nothing going on in it, no clubs or classes. Need to look at ways to get these facilities used and providing services for the local community.

Audrey suggested that a letter is sent to local MSPs, Councillors etc to campaign to get them involved in getting investment back into the community of Faifley.

### **Date of Next Meeting**

It was agreed that rather than sticking to the 3 monthly meetings, Sandra will organise a date in June for the group to discuss the Business Plan. Will invite Erica Davidson to this meeting if she is available.

Sandra will confirm the date with members by letter / email.