



**Repairs
Satisfaction Survey
Analysis**

1 July – 30 September 2019

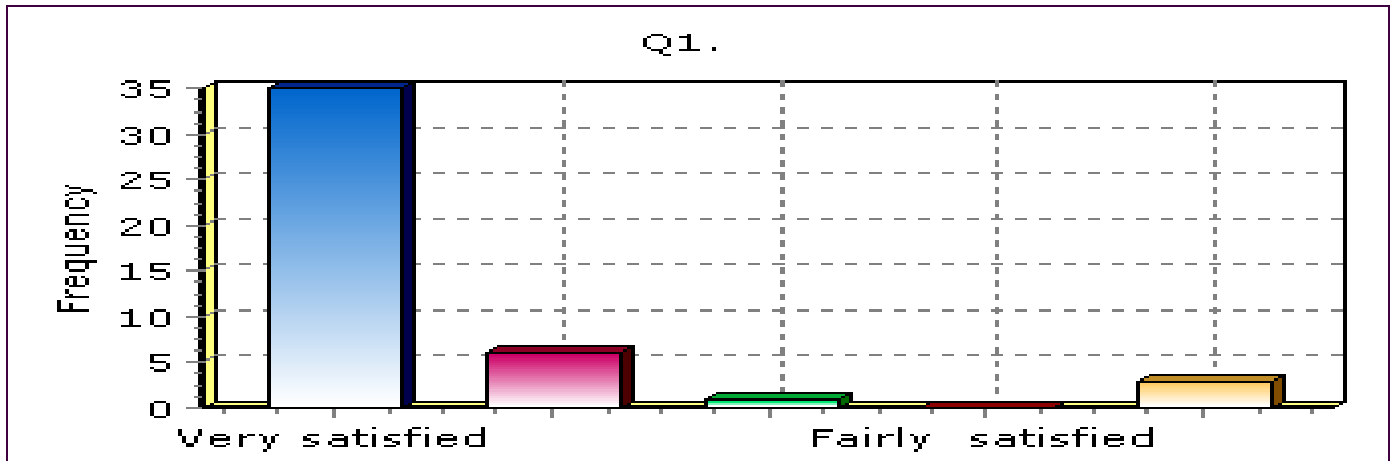
Analysis Breakdown

A total of 359 surveys were sent out, and of these 45 were returned resulting in a response rate of 13%

- 91% of respondents were either satisfied or fairly satisfied with their repairs
- 2% were neither satisfied nor dissatisfied
- 0% were fairly dissatisfied
- 7% were very dissatisfied

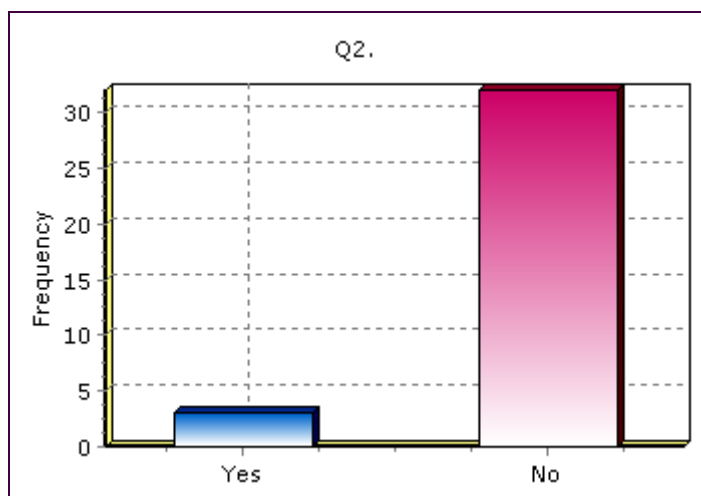
Repairs Satisfaction Survey July 2019 – Sept 2019

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



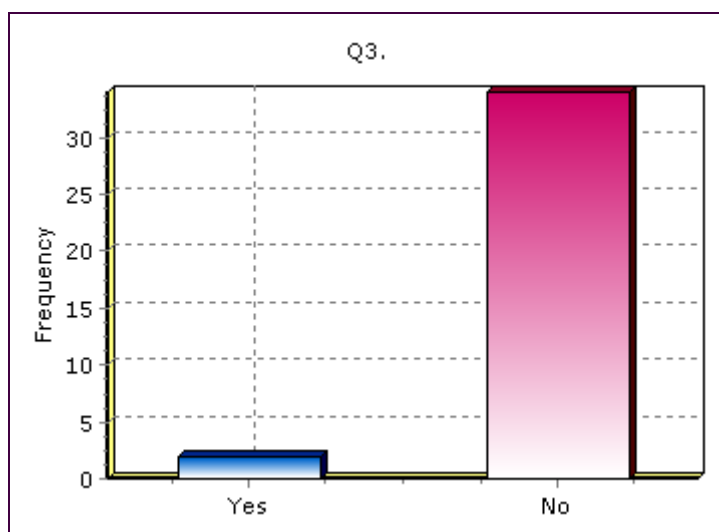
Q1.	Percentage
Very satisfied	78%
Fairly satisfied	13%
Neither satisfied or dissatisfied	2%
Fairly satisfied	0%
Very dissatisfied	7%
Total	100%

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



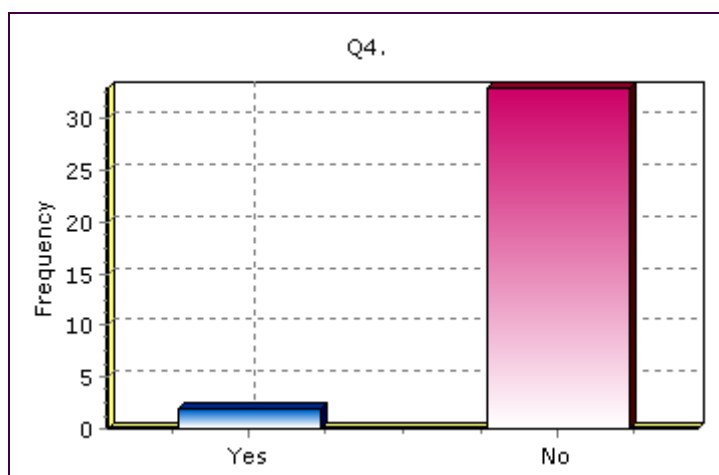
Q2.	Percentage
Yes	9%
No	91%
Total	100%

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



Q3.	Percentage
Yes	6%
No	94%
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%

If you have any suggestions as to how we can improve our repairs service, we would appreciate your comments:

R1. It took four engineers and four call outs to repair the boiler. Nearly a week to fix

R3. The engineers sometimes don't check properly like in my case. Has he checked and tested the boiler well. He should have identified the problem, but just came out put pressure up, hot water coming out and he went. 24hrs same problem

R6. Very impressed with this visit. Contractor very helpful and friendly

R12. Improved communication with McDougall Group

R13. If it was McDougall you used they are a joke

R15. From information I was given, this repair is not complete, only temporary repair undertaken

R38. I'm already a shareholder, sorry but unfit to attend the meetings



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Knowes Housing Association Ltd

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