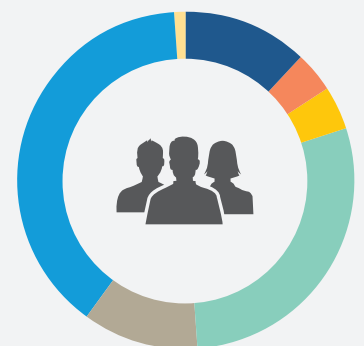




775 tenants were interviewed, living in the following types of accommodation:

- 12% Alarmed
- 4% Amenity
- 4% Dispersed alarmed
- 29% Enhanced supported
- 11% General needs
- 39% Sheltered
- 1% Supported



Tenant Satisfaction Survey Summary 2015

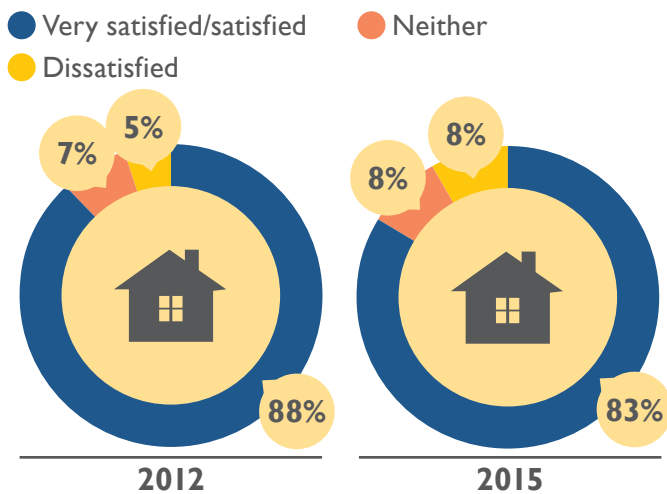
VIEWPOINT
joy in later years

What you said...

Overall satisfaction with Viewpoint

8 out of 10 tenants expressed satisfaction with Viewpoint. There was a 59% response rate (775 out of 1307 tenants replied) to our postal survey. This was an excellent response; the Scottish Housing Regulator looks for a 40% return.

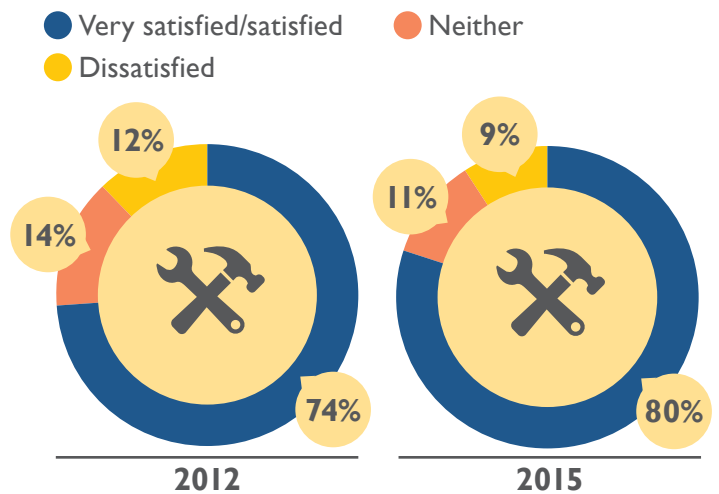
Overall satisfaction with Viewpoint as a landlord.



The Repairs Service

Of those who reported a repair in the last 12 months, 68% said the tradesmen arrived on time. 92% of tenants found it easy to log a repair.

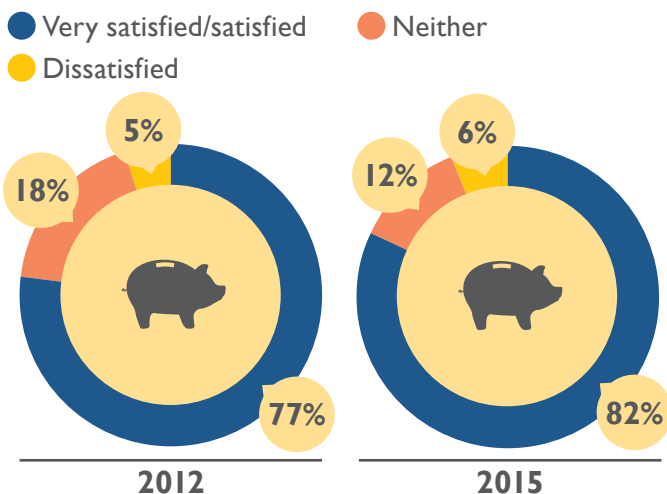
Overall satisfaction with the repairs service.



Value for Money

In 2015 tenants felt the rent for their property represents very good or fairly good value for money. This was an improvement on the opinions in 2012.

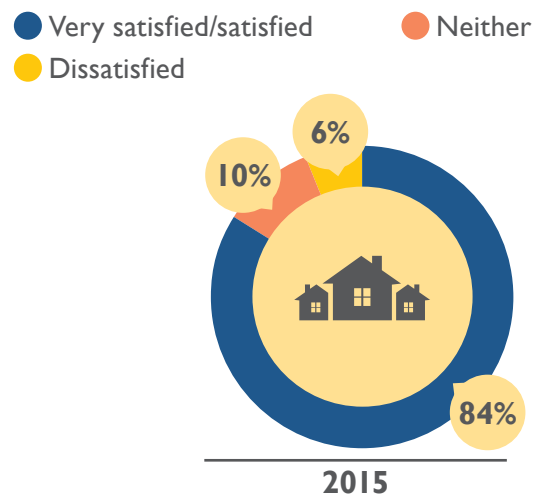
Overall satisfaction that rent represents value for money.



Neighbourhood

84% were satisfied with the management of the neighbourhood they live in. Over 8 in 10 tenants said they were satisfied with the maintenance of any common parts, 84% were satisfied with the general condition of the properties and 84% with the general condition of common areas

Overall satisfaction with Viewpoint's management of the neighbourhood.

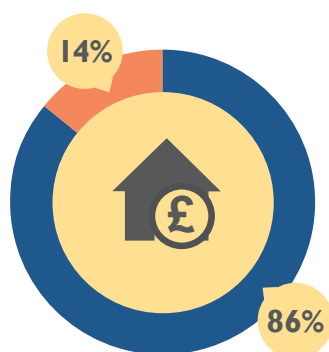


Rents and Service Charges

86% of tenants agreed that they know what their rent is used for. 81% are aware of how the rents are set.

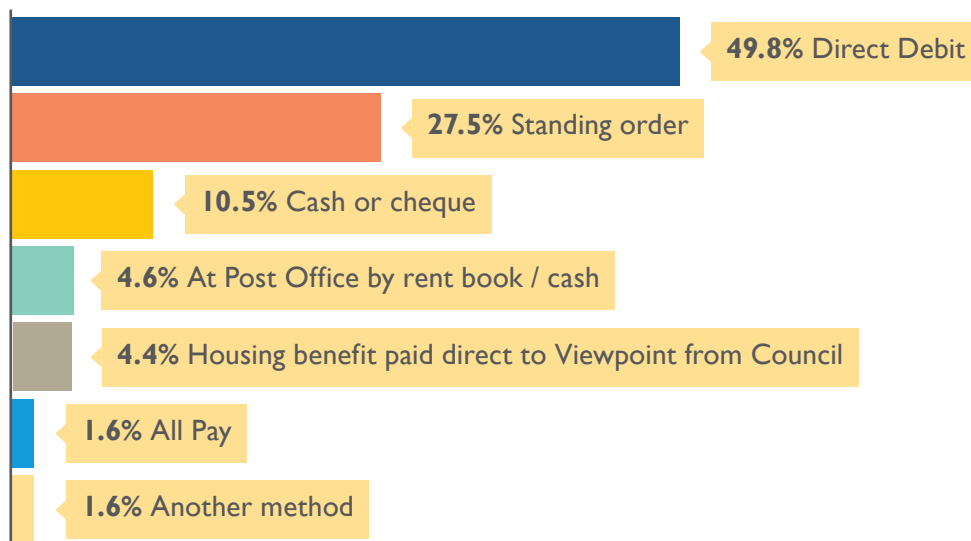
Do you know what your rent is used for?

● Yes ● No



2015

How would you prefer to pay your rent?



2015

Service Charges

A service charge review is being undertaken in June 2015 and more information will be available at the Tenant Conference in October.

Overall tenant priority for service charges.

Tenant priority for service charges by property type.

● Top priority ● 2nd priority ● 3rd priority

1. Security e.g. fire alarms and door entry systems
2. Coordinator service and/or alarm call services
3. Common area expenses such as cleaning, heating and lighting
4. Laundry service
5. Gardening
6. TV Aerial
7. Window cleaning
8. Appliances

Property Type	Top priority	2nd priority	3rd priority
Alarmed	Security	Coordinator service and/or alarm call service	Common area expenses
Sheltered	Coordinator service and/or alarm call service	Security	Common area expenses
Dispersed alarmed	Security	Common area expenses	Coordinator service and/or alarm call service
Enhanced supported	Coordinator service and/or alarm call service	Security	Common area expenses
General needs	Gardening	Security	Common area expenses
Supported housing	Common area expenses	Security	Coordinator service and/or alarm call service

Decision making

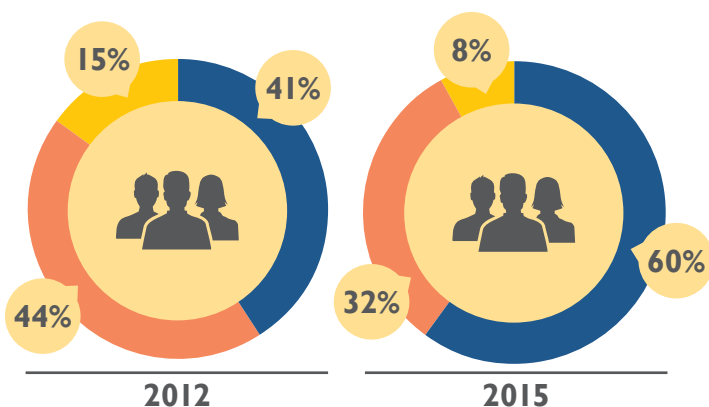
Opportunities are available to all tenants in decision making and we have recently recruited a further 35 tenants to assist with this. There are tenant scrutiny groups working with the voids process and repairs, and another working on the Coordinator/Carer Group. Other subjects include staff recruitment, contract letting, complaints, publications, policies and conference planning.

Information

82% were of the opinion that Viewpoint was keeping tenants informed about their services and decisions. Newsletters, letters and contact with the Coordinator were the most popular methods of communication.

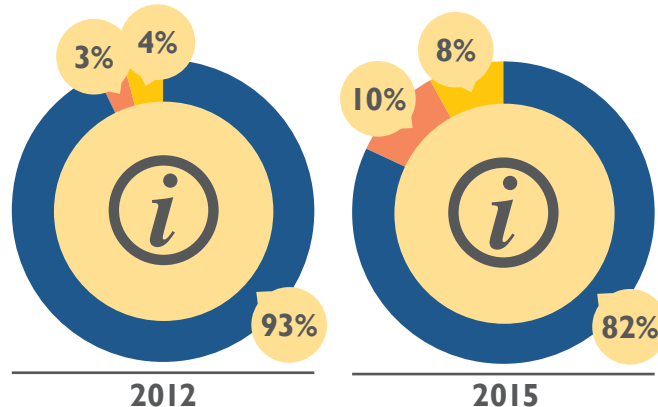
Overall satisfaction with the opportunity for you to participate in decision making.

● Very satisfied/satisfied
 ● Neither
 ● Dissatisfied



Overall satisfaction that tenants are kept informed about services and decision.

● Very satisfied/satisfied
 ● Neither
 ● Dissatisfied



We would like to say a big thank you to all who took part and provided us with feedback – 59% of tenants did so which is an excellent response.

You said	We will
Overall satisfaction with us as a landlord is 83% which is down from 88%	Aim to review the way we conduct our local surveys to improve the way the actions from this are communicated
Tenants provided a list of comments from the survey detailing issues with services	Set up a working group to look at comments regarding service and complex specific issues from June 2015
50% of tenants have said they would like to pay by direct debit	Introduce direct debit payments by autumn 2015
Only 67.7% satisfaction with tradespeople arriving at the correct time	We will work with our contractors to improve our appointments process
Provided a list of priorities for services charges tenants pay for	Service charge review will be carried out which will run till autumn 2015 in time for the tenants conference
There is some dissatisfaction (8%) with ease of keeping homes warm	Survey to be undertaken which will look at the energy efficiency our properties
Of our sheltered/enhanced housing tenants 16% expressed a level of dissatisfaction with the cleaning of bin stores and bins	Undertake a review of the bin store/bin cleaning which will be linked to the service charge review



HAPPY TO TRANSLATE