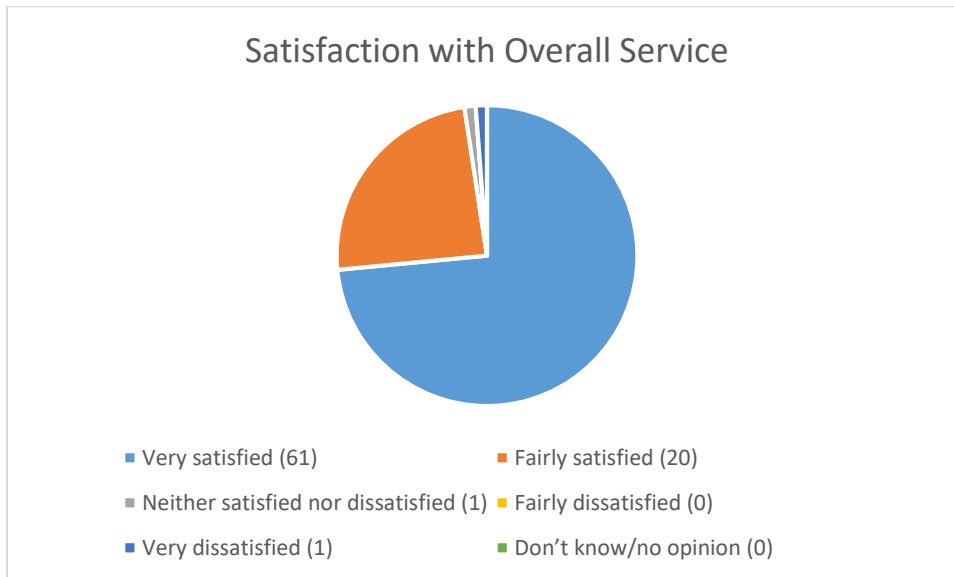


## **Hillhead Autumn Tenant Survey 2020**

We recently carried out a tenant's survey to get your views on how we are doing generally as well as in relation to the challenging circumstances caused by the pandemic.

Gail Fitzpatrick, our Corporate Services Assistant, phoned a random cross-section of tenants across a range of property sizes and types. Gail spoke to 83 households which is exactly 10% of our housing stock.

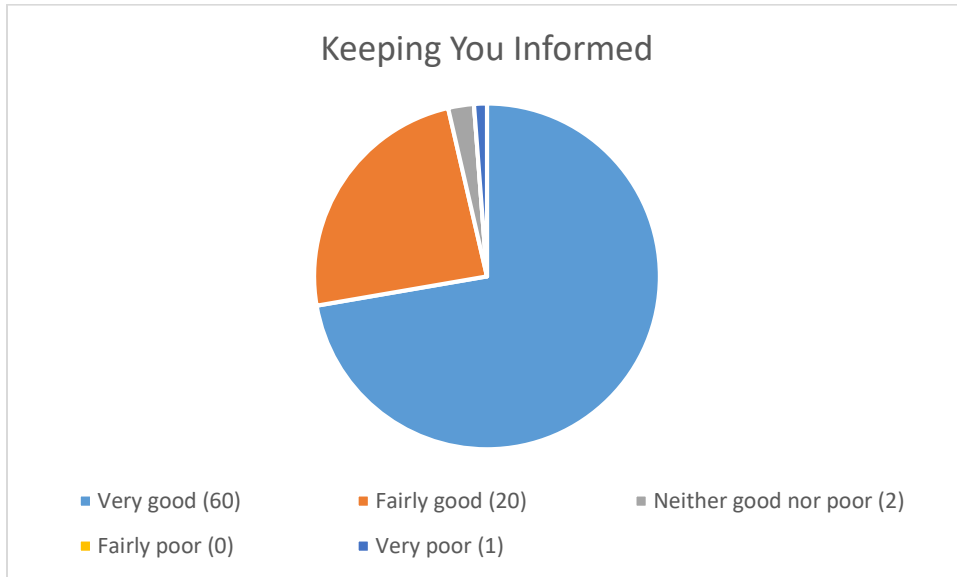
Here is a summary of the responses that we received.



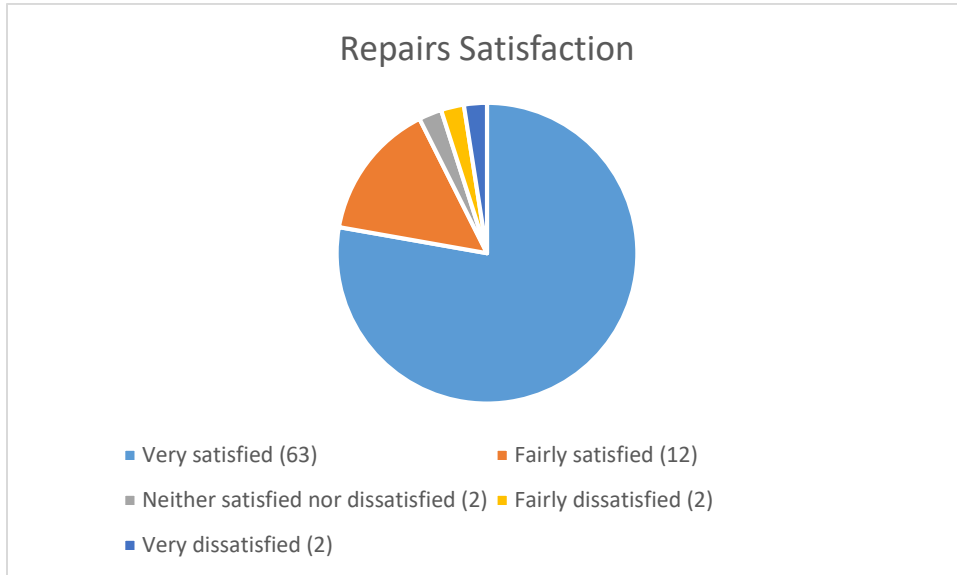
We are delighted to be rated so highly on this measure but will continue to work hard in the hope of even greater satisfaction levels in future.

We asked about internet access and preferred methods of receiving information from us. The most popular way was our quarterly newsletter. We are committed to continuing to bring you this through 2021 and beyond.

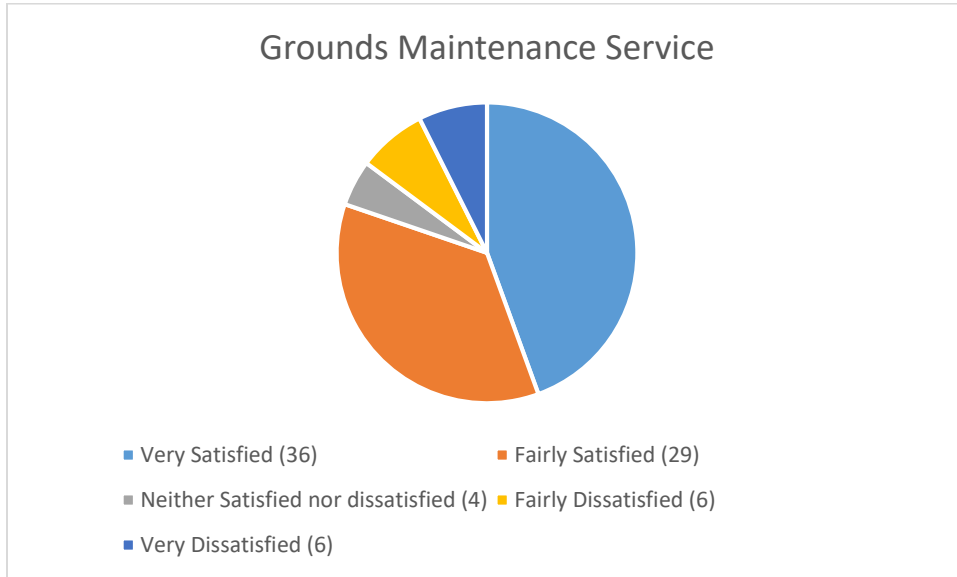
We also asked “How good or poor do you feel Hillhead is at keeping you informed about their services and decisions?”



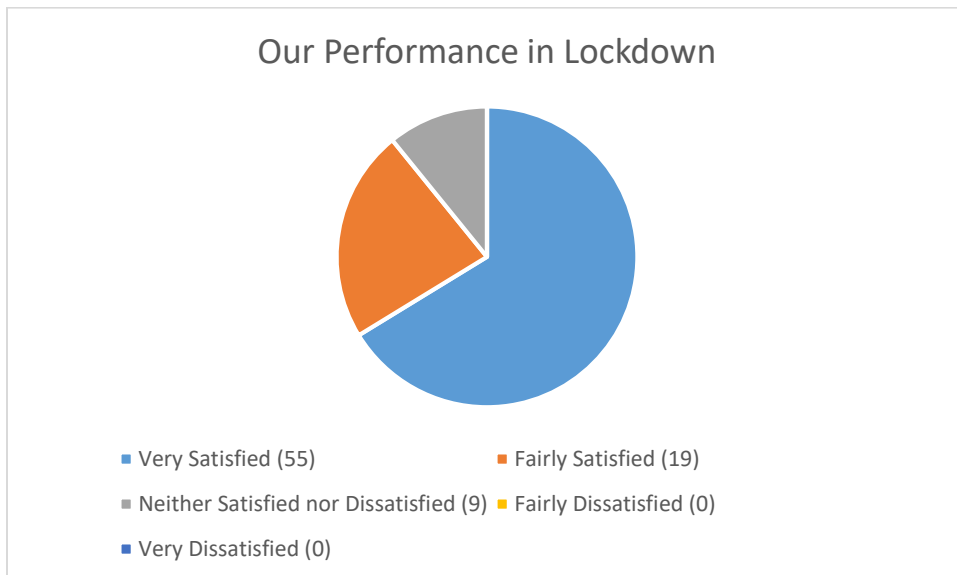
We recognise that the quality of our repairs service is very important to tenants so we asked for views about how well we are doing in this area.



It won't be long till the start of the new growing season. We asked for views on the performance of Nurture, our grounds maintenance contractor, in a very challenging year for this type of work. Nurture will be back on site in the next couple of months and if you have any concerns or queries over their work please contact Marie Savage on 0141 776 8623 or [marie@hillheadhousing.org](mailto:marie@hillheadhousing.org) Here's what you thought in 2020.



We were very interested to know how tenants thought we had done in response to the initial lockdown which was something we had virtually no time to plan for. Housing Association services have never been provided with staff working from home, and it was huge undertaking for us to switch from office working to home working almost overnight!



Here are some of the additional comments that we received when we asked people for the reasons behind their response to this question.

Grass contractors failed to cut grass. Got in touch with HHA and they came out next morning.  
Able to get in touch and services still there.  
Help received from Welfare Rights Officer & Housing Officer.  
Had phone calls from HHA due to shielding.  
Helped when really needed it.  
Excellent repair service.

We then asked " Could Hillhead have done anything more for you at this time?". All 83 respondents said no, one adding simply that we had been "brilliant".

All the positive feedback has been shared with staff and all staff are pleased to see that their hard work and dedication is appreciated by our customers.

We asked about what we should be thinking about and focusing on as priorities when we are able to return to something more like normal. Here's all the comments that we got;

Emergency repairs and backlog of outstanding repairs.  
Outstanding work by Barratts  
Get back to office and back to normality  
Outstanding jobs - extractor fan in bathroom.  
Keeping informed about any changes.  
Debt help to people who have lost their job or furloughed. People with mental health problems  
Very happy - stepped up, better during covid  
Doing everything possible at this time.  
Stay safe and abide by rules.  
Repairs up to date. Vulnerable tenants.  
Mental health and outstanding repairs  
Helping vulnerable tenants.  
Catching up with repairs (problems with heating)  
Repairs catch up  
Service back up and running and face to face  
Housing a priority and mental health  
Happy with contact from housing  
Update re any changes.  
Make sure in a position to pay rent etc  
Keeping updated of rent and repairs  
Financial services  
keep in touch about any changes  
Done everything. Try to get back to normal.  
Single tenants - make sure not isolated. Sign post to other services.  
Getting repairs up to date  
Isolation difficult at present due to loss of job  
Communication with staff  
Keep informed re changes  
Already keeping up to date with services  
Helping your neighbours & checking on vulnerable tenants.  
Allocations and rent up to date  
Can't do any more than doing.

We're going to keep all of this in mind as we try to organise our services for 2021 as lockdowns and other restrictions allow. We recognise that keeping you informed in this area is fundamentally important, and we will continue to use all the different means available to us to do this.

We also intend to run targeted surveys of this nature in future. Next time capturing the views of a different 10% of our tenants. If you weren't included this time around and want to take part in the next one please contact Gail Fitzpatrick [gailf@hillheadhousing.org](mailto:gailf@hillheadhousing.org) or 0141 776 8622 and she will keep a note of your details for when we run the next one.

Lastly a big thank you to everyone who gave up 30 minutes of their time to help us with this.