



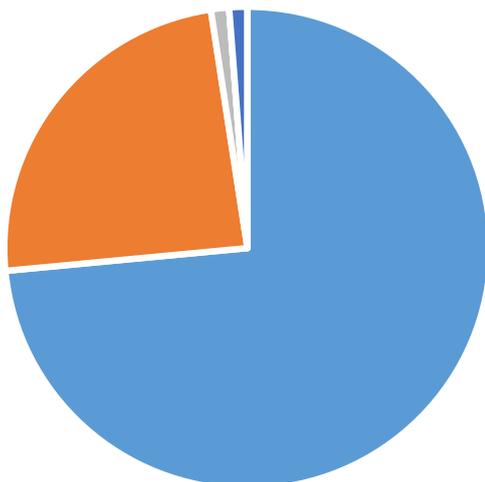
AUTUMN TENANT SURVEY 2020

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.

Included in this report is a summary of the responses that we received.

Satisfaction with Overall Service



- Very satisfied (61)
- Fairly satisfied (20)
- Neither satisfied nor dissatisfied (1)
- Fairly dissatisfied (0)
- Very dissatisfied (1)
- Don't know/ no opinion (0)

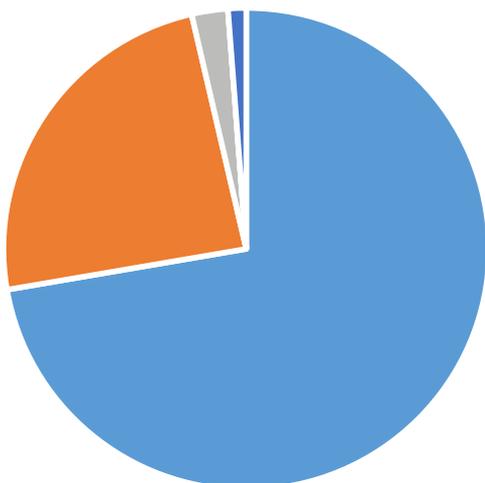
We are delighted to be rated so highly on this measure but will continue to work hard in the hope of even greater satisfaction levels in future.

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.

Keeping You Informed

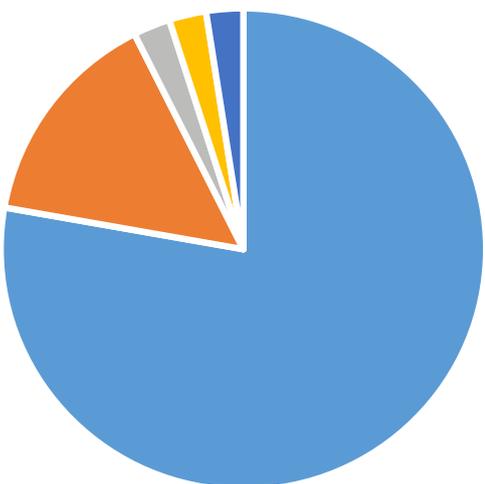


- Very good (60)
- Fairly good (20)
- Neither good nor poor (2)
- Fairly poor (0)
- Very poor (1)

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



Repairs Satisfaction

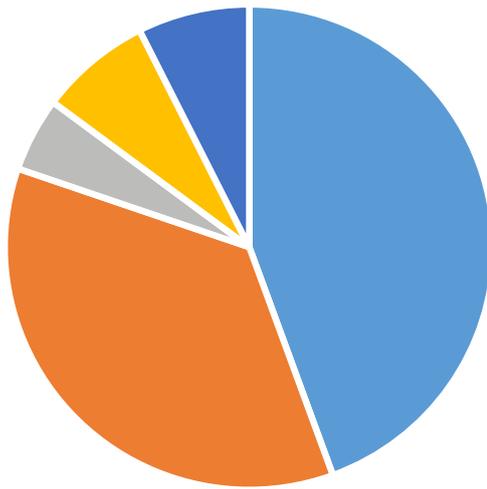


- Very good (63)
- Fairly good (12)
- Neither good nor poor (2)
- Fairly poor (2)
- Very poor (2)

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.



Grounds Maintenance Service



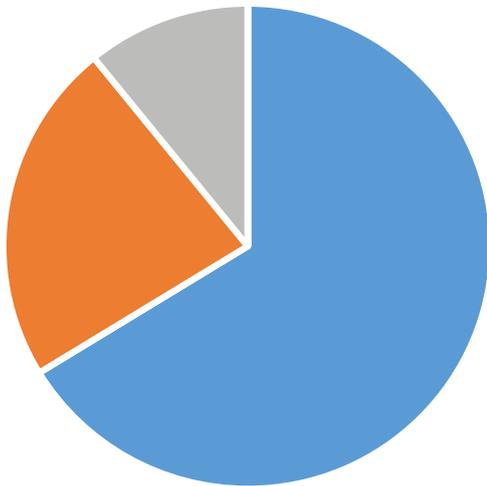
- Very satisfied (36)
- Fairly satisfied (29)
- Neither satisfied nor dissatisfied (4)
- Fairly dissatisfied (6)
- Very dissatisfied (6)

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
Here's what you thought in 2020.

Our Performance in Lockdown



- Very satisfied (55)
- Fairly satisfied (19)
- Neither satisfied nor dissatisfied (9)
- Fairly dissatisfied (0)
- Very dissatisfied (0)

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.

Help received from Welfare Rights Officer & Housing Officer.

Helped when really needed it.

Excellent repair service.

Able to get in touch and services still there.

Had phone calls from HHA due to shielding.

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;



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 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.

Thank you!