

2019 - Owner Satisfaction Survey Results



We commissioned Research Resource to carry out our tri-annual Satisfaction Survey with Owners on the open-space maintenance services that we provide in some of our communities; Craigens, Dalmellington, Logan, Mauchline, Netherthird, New Cumnock and Patna.

We would like to say a huge Thank You to all 270 of you who participated in a face-to-face interview. This means we have reliable results from 29% of owners to help influence and improve open-space maintenance services.

The full survey results are available on our website.

Headline Results



91% of owners are satisfied that Shire staff respond effectively to service queries.



91% of owners are satisfied that staff are helpful, an improvement from 89% in 2016.



93% of owners understand their annual bill.



92% of owners are satisfied with the information provided on how bills are calculated.



70% of owners are satisfied with the way areas are maintained. A drop from 81% in 2016.



52% of owners are satisfied with the administration charge. A drop from 73% in 2016.



5% of owners said they would be happy to pay more for an improved open-space maintenance service. A drop from 6% in 2016.



50% of owners felt open-space maintenance services are value for money. A drop from 55% in 2016.

Areas for Improvement;

- **Overall satisfaction dropped to 54% from 66% in 2016** – when we analyse why, the common theme is owners in New Cumnock and Mauchline say that the open-space maintenance service is too expensive, and they are not sure what we do.

What we will do – consult more fully with owners and community groups in these areas to better understand their service and cost expectations to help shape future service.

- **Administration Charge** – We will continue to keep owners updated of how administration charges are calculated and how they compare with other providers.

Administration Charge for 2018- 19 – £7.14

Scottish Average Administration charge 2018-19 – £93.73

*Source; SHR Charter Statistics 2018/19 Please not that this admin charge is likely to cover other factoring services to owners.
<https://www.housingregulator.gov.scot/landlord-performance>

- **Value for money** – We understand it is not always clear what is meant by value for money, as it can mean different things to different people.



- **What we will do** –
 - Doing the right things, in the right way, at the right price.
 - Keeping open spaces well maintained at a reasonable cost
 - Use feedback from you to improve services.

Access to Care & Repair Service

Our Care and Repair Service is delivered in partnership with East Ayrshire Council. The service is open to older or disabled owners in East Ayrshire and provides a range of help from arranging preventative repair works, a small repair service, home safety and security work, and offers advice or referrals to other agencies.

For further information, please contact us on **01290 421130** or call Care & Repair direct on **01290 428011** or **428013**.

Alternatively, you can email info@shirehousing.com

Feedback

If you have any questions or would like to provide feedback, please send this to:

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Email: info@shirehousing.com
Telephone: **01290 421130**

