

**CLANMIL IRELAND HOUSING ASSOCIATION**

**REPORT ON TENANT SATISFACTION SURVEYS**

**1. INTRODUCTION**

- 1.1 In September 2015 Tenant Satisfaction Surveys were issued to each of our 101 South Dublin County Council (SDCC) tenants by post. A follow up phone call was carried out to most of the tenants who did not return the survey.
- 1.2 Tenant Satisfaction Surveys were issued to each of our 110 owned property tenants by post. To follow this up, door to door surveys were completed for the majority of our owned properties (CAS and Claddagh Park).
- 1.3 Response Rate. The response rate was 38% in total. 81 responses were received up to 10<sup>th</sup> November 2015. Of these 31 related to the SDCC managed properties, 26 related to CAS units and 21 related to Claddagh Park.

***Recommendation 1: While the response rate increased since last year; to try and get a better response rate next year the following will be completed:***

- ***A follow up telephone call to tenants who do not return their survey by post***
- ***A longer period of time in which to carry out the door to door surveys***

**2. SATISFACTION LEVELS - OVERALL SERVICE**

- 2.1 When asked about our services overall 77% of respondents were either very satisfied or satisfied with the service they received from Clanmil Ireland. 9% were neither satisfied nor dissatisfied. This is a decrease from last year's figure of 83%. From analysing the surveys, this figure does not reflect the overall level of satisfaction in the different sections of the survey. For example, a tenant may have ticked satisfied for the majority of other questions on the survey however answered this as dissatisfied.

***Recommendation 2: Adapt the question next year to include a question asking if dissatisfied please explain why.***

**3. SUMMARY OF RESULTS**

3.1 We asked a number of questions relating to the respondents home, their neighbourhood and their overall quality of living.

	<u>Very Satisfied/Satisfied</u>	<u>Dissatisfied/Very Dissatisfied.</u>
Overall Quality of your home	87%	7%
Value for money in your rent	85%	7%
Value for money in your service charge	64%	17%
Involving you in the management of your home	77%	15%
Tackling Anti-Social Behaviour	63%	18%
Your neighbourhood as a place to live	84%	11%
Keeping you informed of things that effect you	86%	7%
That Clanmil Ireland listens to your views	79%	10%
Level of Service provided by your Estates Officer	83%	7%

**4. TRENDS – HOUSING & SERVICES**

4.1 We have used the percentage comparisons from last year and a summary table is included in Appendix A. The main areas are summarised as follows:

4.2 Overall Quality of your home

87% of respondents indicated they were either satisfied or very satisfied with their home; this is an increase from last year’s average figure of 83%.

4.3 Value for money

85% were satisfied or very satisfied with the value for money of their rent which reflects an increase from last year’s figure of 83%.

Value for money of service charges was judged less satisfactory by respondents. 64% were either satisfied or very satisfied with their service charge. This is the exact same percentage as last year.

***Recommendation 3: Anyone who expressed dissatisfaction with their service charge from Claddagh Park or CAS units will be provided with a breakdown of their service charge***

4.4 Your Neighbourhood as a place to live

84% of respondents rated their neighbourhood as a nice place to live being either very satisfied or satisfied. This is a slight decrease on last year's figure of 85%.

4.5 Keeping you informed of things that effect you

86% of respondents were very satisfied or satisfied that they were kept informed by Clanmil Ireland of matters affecting them. This is an increase in satisfaction when compared to last year's figure of 78%.

4.6 Anti Social Behaviour

18% of residents were dissatisfied with how ASB was tackled. The main problems cited were an on going ASB case in Adamstown Court and occasional noise from a unit in Valhalla.

4.7 That Clanmil Ireland listens to your views and acts upon them

79% of respondents were very satisfied or satisfied that Clanmil Ireland listened and acted upon their views. This is an increase in satisfaction when compared to last years figure of 64%.

4.8 Level of Service provided by your Estates Officer

83% of respondents were either satisfied or very satisfied with the level of service provided by the Estates Officer. This is an increase from 66% last year.

5. **SHARED ACCESS SCHEMES**

5.1 Respondents living in schemes with shared access areas and internal communal areas were asked to answer a number of questions regarding the quality of service being provided within the common areas. This includes both CAS units and a number of South Dublin County Council properties.

5.2 Access & Security

60% of respondents were either satisfied or very satisfied with the access and security of the scheme. 22 % were either dissatisfied or very dissatisfied with the access and security of the scheme. This is a decrease from last year's figure of 78%.

5.3 Cleanliness of the Common Areas

86% of respondents felt that common areas were maintained to a good standard being very satisfied or satisfied with the service. This is an increase from last year's figure of 79%. 11% were either dissatisfied or very dissatisfied with the service provided.

5.4 Waste Disposal and the number of bins

75% of respondents were satisfied or very satisfied with the refuse service being provided within their development.

5.5 The Lift

In developments in which a lift was provided for the residents use 70% were either very satisfied or satisfied.

5.6 Do you know the days the cleaners clean the common areas?

This was a yes or no question and only 44% of respondents were aware of when the cleaners attended the property.

***Recommendation 4: Inform management agents in cases where tenants have expressed dissatisfaction in items listed above.***

5.7 Are there any problems with noise from other tenants?

25% of respondents answered that yes there were problems with noise from other tenants.

***Recommendation 5: Tenants who have identified problems with noise will be contacted and the matter discussed to try and find a suitable resolution.***

5.8 How satisfied are you with the window cleaning arrangements at your scheme?

26% of respondents were happy with the window cleaning arrangements at their scheme. 21% of respondents expressed dissatisfaction or that they were very dissatisfied with the window cleaning at their scheme.

***Recommendation 6: Those dissatisfied were asked to comment. Many were unaware that any service was provided or that if it was they had not received it. The Estates Officer will clarify with the management agent whether this service is supplied to these tenants and if so why they are not receiving it.***

**6. TENANTS HANDBOOK**

- 6.1 We asked tenants if they had a tenant’s handbook and how often it was used. 73% of respondents had a copy and of those 10% used it regularly. The preferred format is a booklet accounting for 83% of respondents.

***Recommendation 7: Tenants without handbook to be provided with a new up to date one. New handbooks will be prepared with the new RTB legislation in the coming months.***

**7. ADDITIONAL SERVICES**

- 7.1 We asked our tenants whether there were any additional services which they may like to be provided. 75% of respondents answered no to this. 12% of respondents noted that they would be prepared to pay for additional services.

Additional services requested were a play area for children in Claddagh Park.

***Recommendation 8: Additional services requests will be investigated.***

**8 FUEL POVERTY**

- 8.1 As fuel poverty is becoming increasingly prevalent in our society we felt it prudent to include a number of questions in this regard. Of our respondents 68% noted that they found it difficult to heat their home during the winter months only. 30% of all respondents felt that they suffered from fuel poverty. This is a decrease from 38% of respondents last year feeling that they suffered from fuel poverty.

***Recommendation 9: A Fuel Poverty Strategy is to be considered.***

**9 RENT SUPPLEMENT**

- 9.1 88% of respondents found the process of applying for rent supplement easy. This is an increase from last year’s figure of 72%

**10 REPAIRS & MAINTENANCE**

- 10.1 61% of respondents were either satisfied or very satisfied with the service. Last year this figure was 62%. 18% were either very dissatisfied or dissatisfied with the service being provided and 21% were neither satisfied nor dissatisfied with the service.

**BOD AWAY DAY: 09.12.15**  
**AGENDA ITEM: 3.1**

Residents in Claddagh Park cited the issues with the doors and windows letting in draughts as the main reason for dissatisfaction. Issues arose among Brookwood Residents regarding external maintenance issue. Problems with the hot water boiler were the main reasons residents in Valhalla were dissatisfied with the repairs and maintenance service.

- 10.2 Those who were dissatisfied were mainly unhappy regarding the long wait for a repair or that the repair was not followed up. Some issues related to the Management Company's response time on repairs in the common areas.
- 10.3 The tenants were asked to rate the following: -

	<u>Very Satisfied/Satisfied</u>	<u>Dissatisfied/Very Dissatisfied</u>
Were staff helpful and knowledgeable	81%	8%
Was it easy to report	89%	3%
Were you advised how long it would take	76%	7%
Was the repair carried out within the timescale	75%	14%
Was your repair completed satisfactorily	71%	12%
Were you happy with the standard	81%	6%
Attitude of workers	91%	3%
Keeping dirt and mess to a minimum	88%	6%

***Recommendation 10: Any outstanding repairs reported to be followed up on and completed.***

10.4 How important is it to you that you are given a day and time when your repair will be carried out?

88% of respondents answered that it was very important or important that they be advised of the date and time for repair.

## **11 LANDSCAPING**

11.1 50% advised that they were either satisfied or very satisfied with the landscaping arrangements at their scheme. 19% were neither satisfied nor dissatisfied.

11.2 Those dissatisfied with the landscaping were asked to comment. A number of respondents felt that Claddagh Park required some further landscaping.

***Recommendation 11: To monitor new landscaping contractor in Claddagh Park who is beginning December 2015.***

## **12 CONTACT & COMMUNICATION WITH CLANMIL IRELAND**

12.1 85% of respondents had reason to contact Clanmil during 2015.

12.2 The main reason for contact was repairs at 60%, followed by rent at 16%.

Results were as follows

- Easy to contact the right staff member - 82%
- Found the member of staff helpful - 91%
- They were able to deal with their query - 85%

The 8% of residents felt that staff were unable to deal with their query.

12.3 Have you made an official complaint to Clanmil in the last 12 months?

86% of respondents stated that they had not made an official complaint. 14% of respondents stated that they had done so.

Of those complaints 27% stated that they were in relation to anti-social behaviour. 32% of respondents who had made a complaint were happy with how the complaint was handled and 32% were satisfied with the outcome of the complaint.

***Recommendation 12: Outcomes of complaints that tenants were not satisfied with are to be looked at and the tenant contacted.***

**13 EXECUTIVE SUMMARIES**

13.1 The raw data for each scheme has been passed to the Chief Executive

13.2 The Action Plan in Appendix B will be reviewed by the Chief Executive to ensure that where action has been agreed, it is satisfactorily closed out.

**Elaine Fairley**  
*Estates Officer*

**APPENDIX A**

**COMPARISONS WITH 2014 AND 2015 RESULTS**

	<b>2014</b>	<b>2015</b>	<b>Trend</b>
Response Rate	36%	38%	▲
Satisfaction Level of Overall Service	83%	77%	▼
Quality of Their Home	84%	87%	▲
Area as a Place to Live	85%	84%	-----
Repairs and Maintenance Service	62%	61%	-----
Level of Service from Estates Officer	66%	83%	▲
Helpfulness of Staff	74%	81%	▲
Work completed on time	56%	75%	▲
Work carried out right 1 <sup>st</sup> time/satisfactorily	60%	71%	▲
Tidiness of Workers	87%	88%	▲
How important is being told when Repair would be carried out	92%	88%	▼
Landscaping Service	65%	50%	▼
Tackling ASB	59%	63%	▲
Tenants' Views are taken seriously by Clanmil	64%	79%	▲
Clanmil keeps tenants informed about things that affect them	78%	86%	▲

**APPENDIX B**

**MANAGEMENT ACTION PLAN**

	<b>Recommendation</b>	<b>Timeline</b>	<b>Person Resp.</b>	<b>Complete Y/N</b>
1	A follow up telephone call to tenants who do not return their survey by post	Oct 2016	EO	
2	Include an opportunity for tenants to explain the reasons they are dissatisfied with the service provided by Clanmil.	Sept 2016	EO	
3	Issue feedback to all residents of Survey along with actions to be taken.	Feb 2016	EO	
4	Inform management agents in cases where tenants have expressed dissatisfaction	Dec 2015	EO	
5	Tenants who have identified problems with noise will be contacted and the matter discussed to try and find a suitable resolution.	Dec 2015	EO	
6	Many were unaware that any window cleaning service was provided or that if it was they had not received it. The Estates Officer will clarify with the management agent whether this service is supplied to these tenants and if so why they are not receiving it.	Jan 2016	EO	
7	Tenants without handbook to be provided with a new up to date one.	Jan 2016	HADA	
8	Additional services requests will be investigated.	April 2016	EO	
9	A Fuel Poverty Strategy is to be considered.	June 2016	CE	
10	Residents Meetings in Claddagh Park	April 2016	EO	
11	Monitor level of service from new landscaping contractor.	Jan 2016 and on-going	EO	
12	Outcomes of complaints that tenants were not satisfied with are to be looked at and the tenant contacted.	Jan 2016	EO/HADA	