



TENANT SATISFACTION POLICY MAINTENANCE

May 2024

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1.0 POLICY

The Association will continually assess the tenants' satisfaction of the maintenance function in relation to attendance to repairs. The Maintenance Assistant will be responsible for obtaining tenants satisfaction surveys.

2.0 MONITORING

2.1 The surveys will be carried out by text messaging and will be conducted quarterly. All tenants who have had repairs completed in the quarter will receive a text survey and we will strive to ensure that a minimum response rate of 10% is achieved.

The responses received will be reported to the Management Committee quarterly via the Business Planning/KPI Reporting process and will also be used to inform our response to the Annual Return to the Charter. The answers from the tenants will be scored on a 'very satisfied' to 'very dissatisfied' basis with a 'neither/nor' option. The answers will be collated on a survey spreadsheet linked to the text messaging service and diary entries within our housing management software database.

In the event of a tenant highlighting dissatisfaction, this will be followed up by the Maintenance Assistant until a satisfactory resolution has been obtained. This will also form part of the information reported to the Management Committee on a quarterly basis

3.0 ASSESSMENT

The purpose of such an exercise will be to;

3.1 determine the tenant's satisfaction with the way in which, the making good of the repair was administered by the Association, to ascertain any additional information from the tenant in relation to their overall satisfaction with the service provided and to identify ways in which the Association can offer continuous improvement in the service it provides to tenants.

3.5 Assist with collation of information required for quarterly KPI reports to the Management Committee and the Annual Return to the Charter.

4.0 TARGETS

- 4.1 The Maintenance Assistant will strive to ensure that no less than a 10% response rate of all repairs per quarter is achieved.. The level of returns, will be monitored by the Maintenance Assistant.

5.0 REVIEW PERIOD

- 5.1 The Depute Director will be responsible for ensuring that this policy is reviewed every 3 years or sooner to ensure that the Association complies with up-to-date legislation and guidance from the Scottish Housing Regulator.

6.0 EQUAL OPPORTUNITIES

- 6.1 This policy has been prepared in line with our Equalities and Human Rights Policy and if applicable, an Equalities Impact Assessment will be conducted at the time of each review.

7.0 ALTERNATIVE FORMATS

- 7.1 As with all the association's policies and procedures, this document is available in full and in part on tape, in braille and in translation into most other languages