



**Dwelling Door Renewal
Satisfaction Survey
Analysis
Oct 2018 – March 2019**

Analysis Breakdown

A total of 46 surveys were sent out, and of these 8 were returned resulting in a response rate of 17%

88% of respondents were either very satisfied or satisfied with the overall service provided

88% of respondents were either very satisfied or satisfied with the information provided by Knowes

100% of respondents had no difficulty contacting the Association or accessing information

100% of respondents had no problems or questions relating to their door renewal

100% of respondents felt the service did not require improvement

100% of respondents received instructions on how to operate their new doors

86% of respondents were very satisfied with their new doors

62% of respondents did not require any repairs to their new doors and 38% of respondents who did require a repair advised they were actioned quickly

100% of respondents found the contractors to be polite and professional

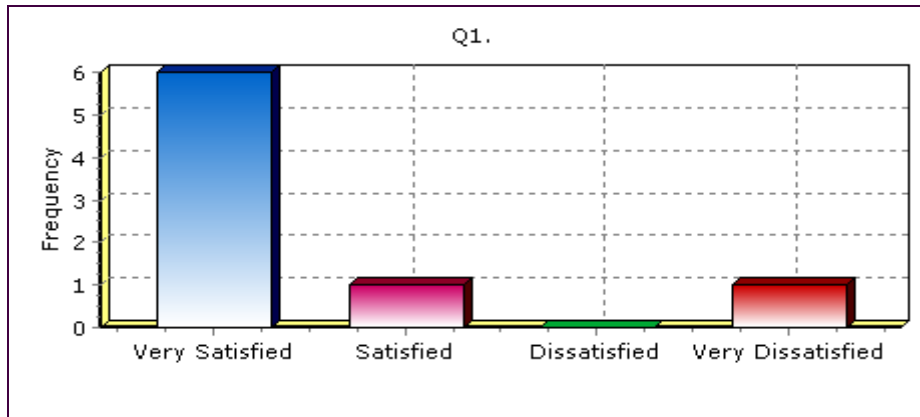
100% of respondents advised that the contractor was tidied up and removed any debris before leaving

100% of respondents advised that the new doors have made their home warmer and easier to heat

100% of respondents felt that they had been treated fairly

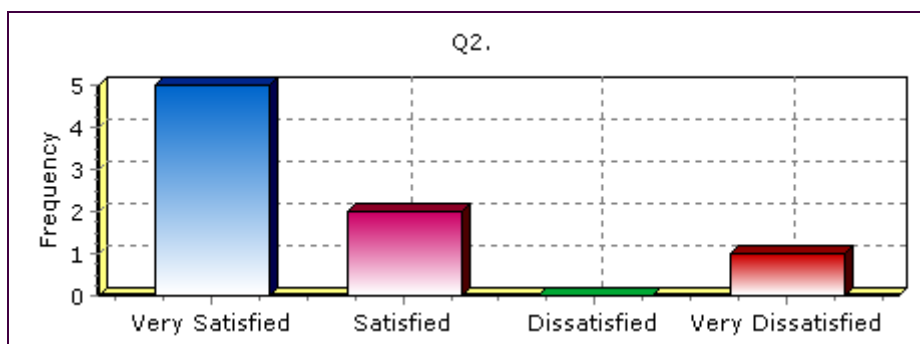
Dwelling Door Renewal Survey October 2018 – March 2019

Q1. How satisfied were you with the overall service provided to you by Knowes Housing Association?



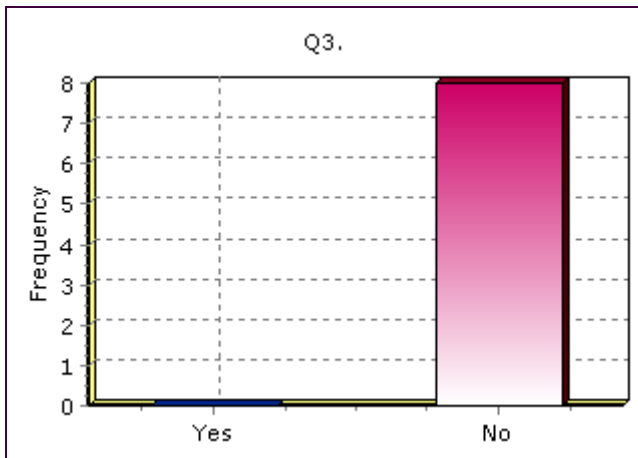
Q1	Percentage
Very Satisfied	75%
Satisfied	13%
Dissatisfied	0%
Very Dissatisfied	12%
Total	100

Q2. How satisfied were you with the information provided by Knowes Housing Association?



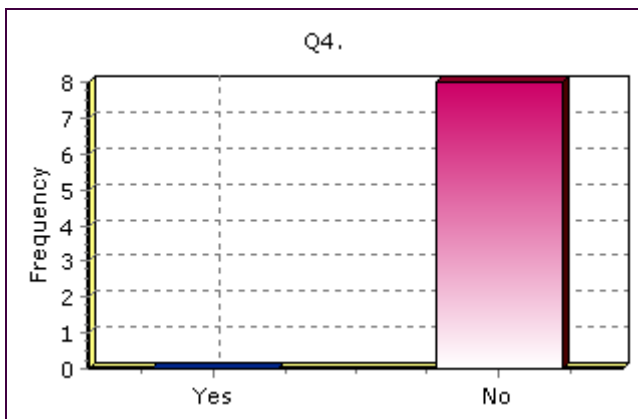
Q2	Percentage
Very Satisfied	63%
Satisfied	25%
Dissatisfied	0%
Very Dissatisfied	12%
Total	100

Q3. Did you have any difficulty contacting the Association or accessing information?



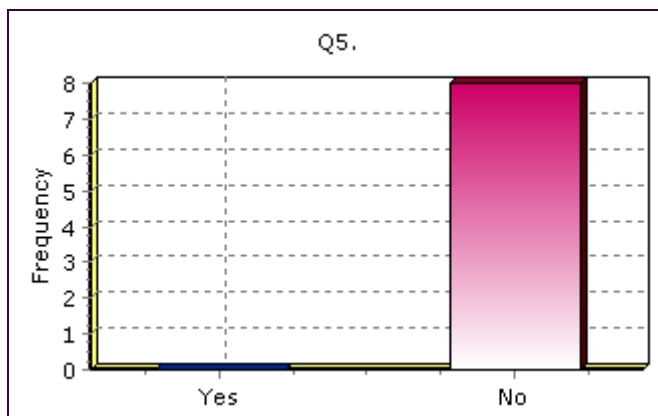
Q3.	Percentage
Yes	0%
No	100%
Total	100

Q4. Do you have any problems or questions relating to your dwelling door renewal?



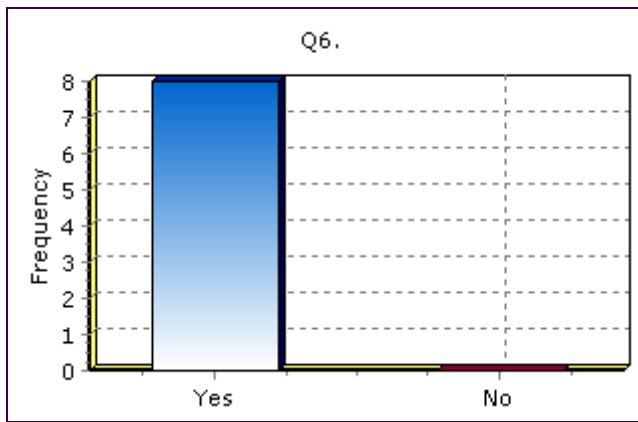
Q4.	Percentage
Yes	0%
No	100%
Total	100

Q5. Do you feel that we could improve this service?



Do you feel that we could	Percentage
Yes	0%
No	100%
Total	100

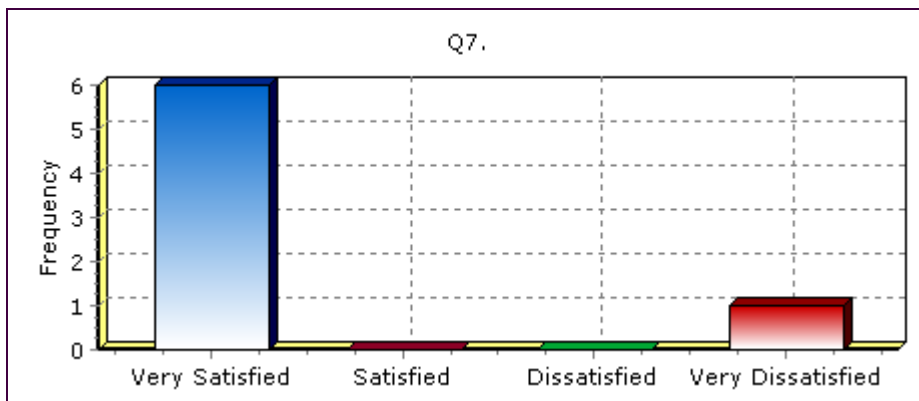
Q6. Did you receive instruction on how to operate your new doors?



Q6.	Percentage
Yes	100%
No	0%
Total	100

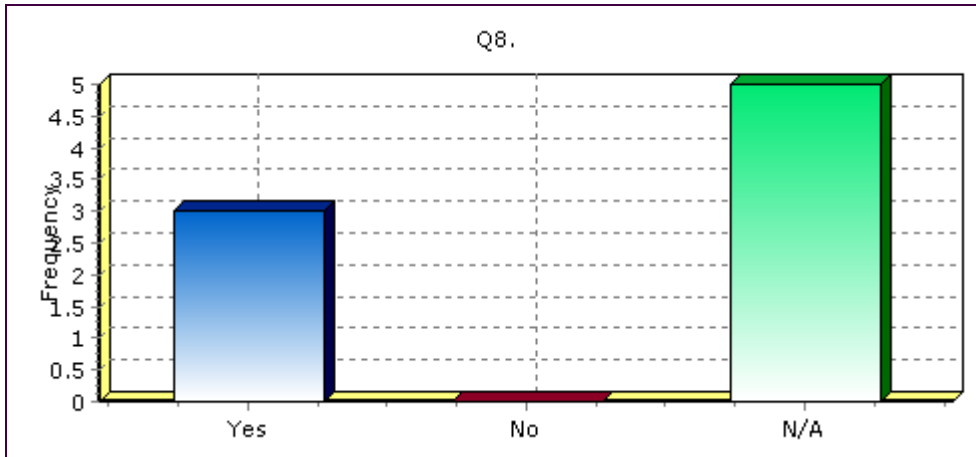
R. 7 The guys were very helpful with instructions

Q7. How satisfied are you with your new doors?



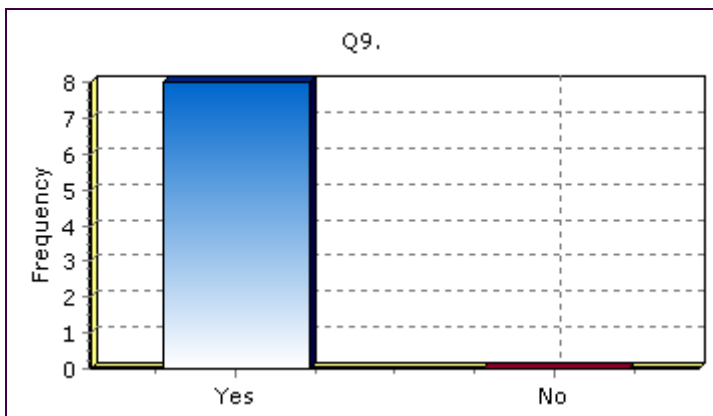
Q7.	Percentage
Very Satisfied	86%
Satisfied	0%
Dissatisfied	0%
Very Dissatisfied	14%
Total	100

Q8. If there were any repairs, were these carried out quickly?



Q8.	Percentage
Yes	38%
No	0%
N/A	62%
Total	100

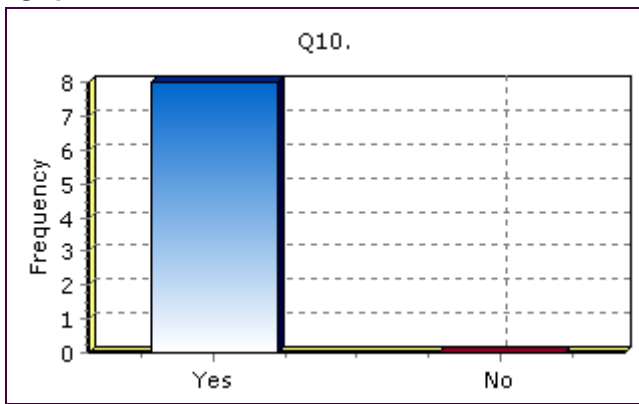
Q9. Was the contractor who carried out the work polite and professional?



Q9.	Percentage
Yes	100%
No	0%
Total	100

R7. Very nice guys.

Q10. Did the contractor tidy up and remove any debris before they left?



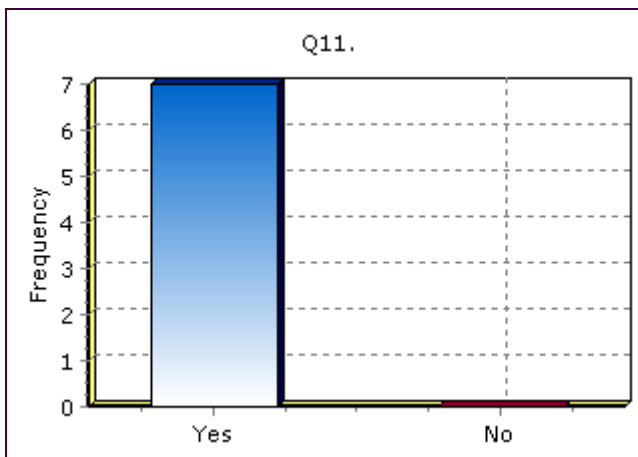
Q10.	Percentage
Yes	100%
No	0%
Total	100

R.3. To an extent Yes, the kitchen floor was left very dirty

R7. Very nice, cleaned up after they finished.

R8. Some, however bit of a mess left front and back with sawdust, waste etc

Q11. Have the new doors made your home warmer and easier to heat?

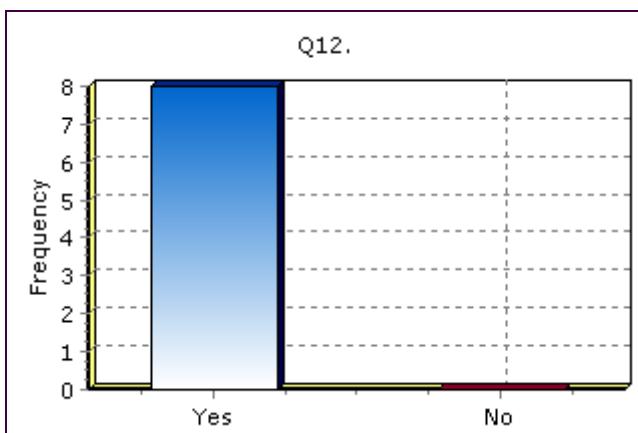


Q11.	Percentage
Yes	100%
No	0%
Total	100

R7. Have made a big difference.no more draughts.

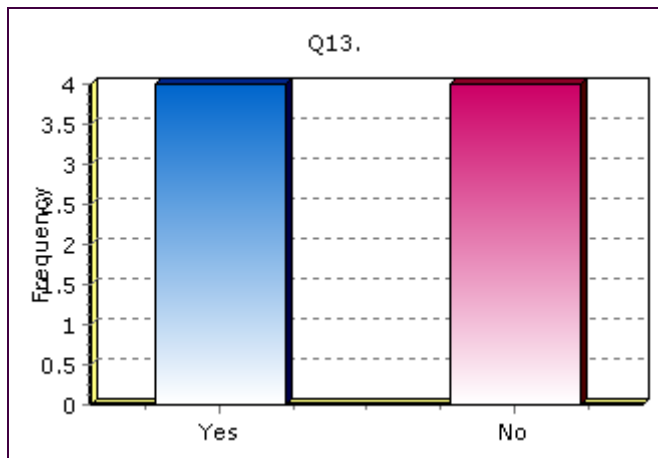
R8. Not sure, silent draught still at back door bottom of frame.

Q12. Do you feel you have been treated fairly?



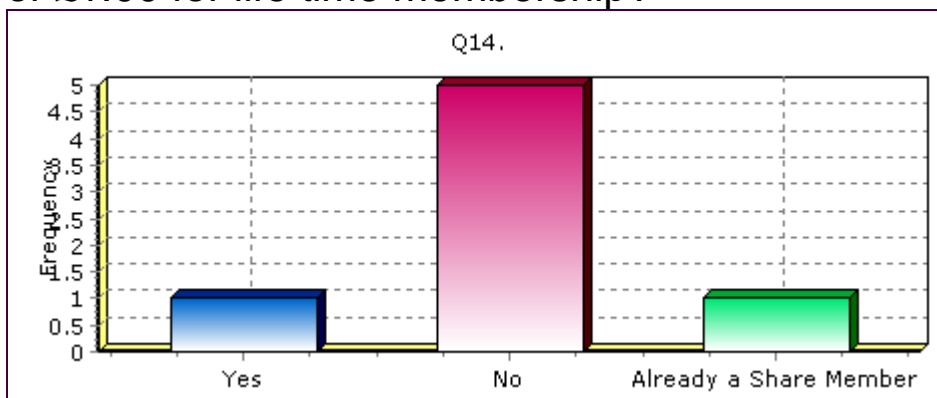
Q12.	Percentage
Yes	100%
No	0%
Total	100

Q13. Would you like to be sent a summary of the survey results once collated?



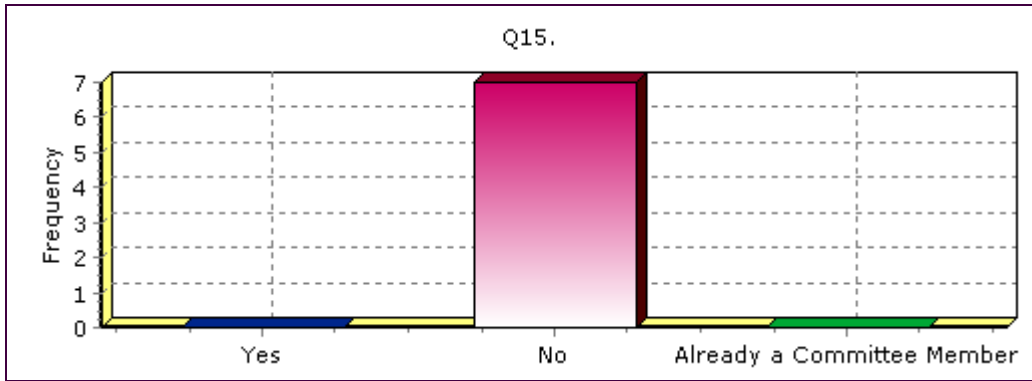
Q13.	Percentage
Yes	50%
No	50%
Total	100

Q14. Would you be interested in becoming a Share Member at a cost of £1.00 for life time membership?



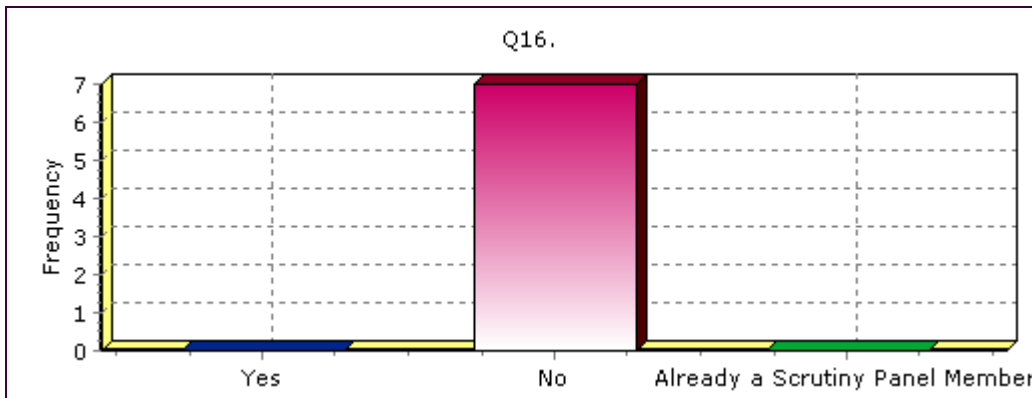
Q14.	Percentage
Yes	14%
No	72%
Already a Share Member	14%
Total	100

Q15. Would you be interested in finding out how we operate as a Housing Association by joining our Management Committee?



Q15.	Percentage
Yes	0%
No	100%
Already a Committee Member	0%
Total	100

Q16. Would you be interested in looking at ways in which we could improve our service delivery by joining our Scutiny Panel ?



Q16.	Percentage
Yes	0%
No	100%
Already a Scrutiny Panel Member	0%
Total	100

Q17. Please let us know if you have any comments regarding your reply to the above questions.

R2. Any work carried out, has always been exceptional, as are all staff at Knowes.



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Knowes Housing Association Ltd

Registered Office: 10 Field Road, Faifley, Clydebank, G81 5BX

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