



**Repairs  
Satisfaction Survey  
Analysis  
1 April 2019 – 30 June 2019**



# **Analysis Breakdown**

**A total of 301 surveys were sent out, and of these 95 were returned resulting in a response rate of 32%**

**84% of respondents were very satisfied with their repairs**

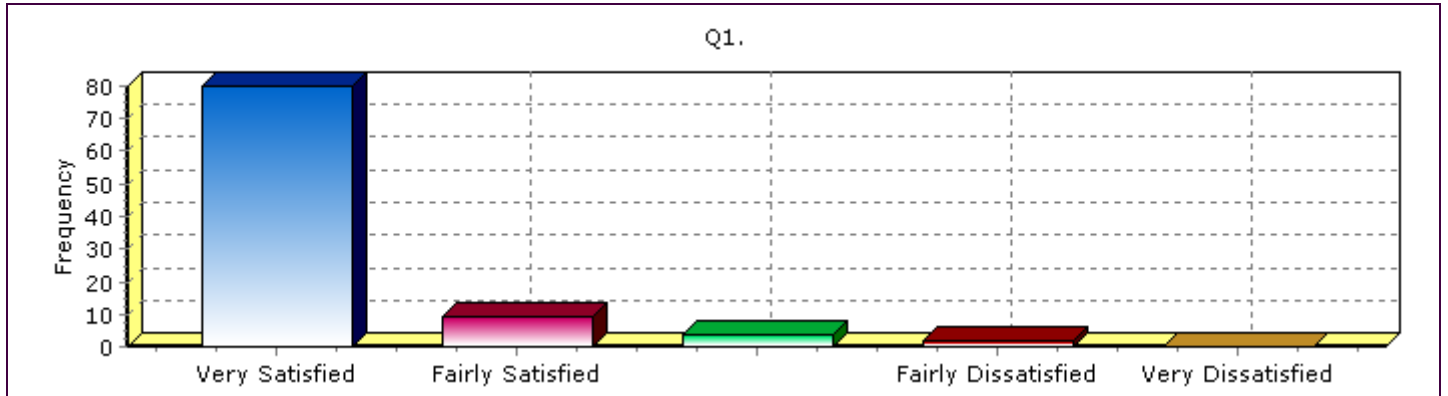
**9% were fairly satisfied**

**4% were neither satisfied nor dissatisfied**

**2% were fairly dissatisfied**

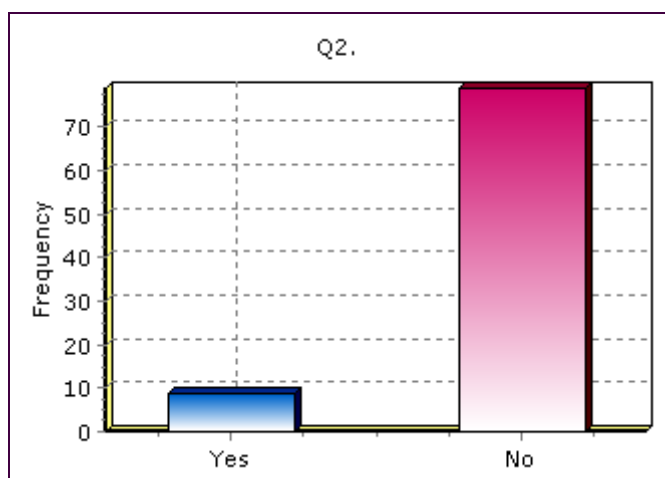
# Repairs Satisfaction Survey April 2019 - June 2019

Q1. Thinking of the last time you had repairs carried out, how satisfied were you with the repairs service you received?



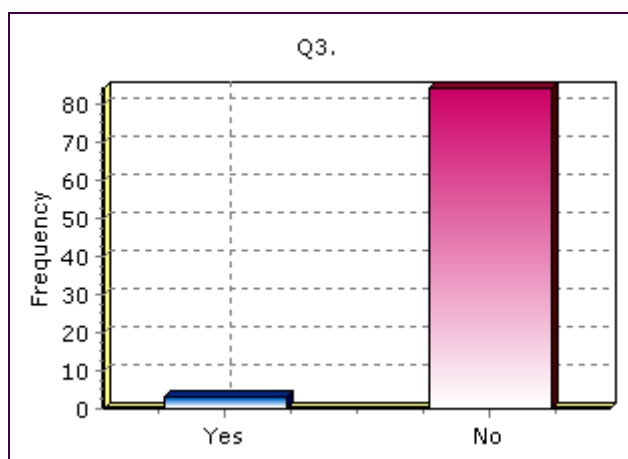
Q1.	Percentage
Very Satisfied	84%
Fairly Satisfied	9%
Neither Satisfied or Dissatisfied	4%
Fairly Dissatisfied	2%
Very Dissatisfied	0%
Total	100%

Q2. Would you be interested in becoming a Share Member at a cost of £1.00 for life membership?



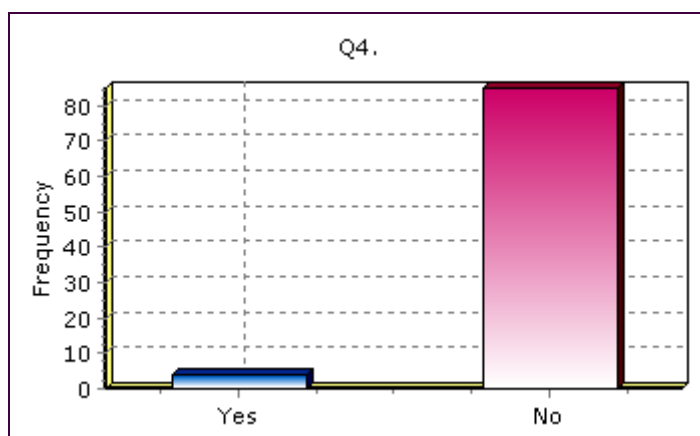
Q2.	Percentage
Yes	10%
No	90%
<b>Total</b>	<b>100%</b>

Q3. Would you be interested in finding out how we operate as a Housing Association by joining our Management Committee?



Q3.	Percentage
Yes	3%
No	97%
<b>Total</b>	<b>100%</b>

Q4. Would you be interested in looking at ways in which we could improve our service delivery by joining our Scrutiny Panel?



Q4.	Percentage
Yes	4%
No	96%
<b>Total</b>	<b>100%</b>

If you have any suggestions as to how we can improve our repairs service, we would appreciate your comments:

R9. Thank you for satisfactory repairs

R10. Still waiting over a week for the shower is excessive. Also, it's the most basic of showers and the pressure isn't good. It is a nightmare trying to wash long hair.

R13. I was completely happy with the service thanks.

R24. Service is excellent.

R25. I am happy with my repairs I have had fixed.

R29. Contractor arrived to the property without arranging a time and date.

R31. Tenant partially blind. Electrician arrived without any notification or phone call or prior arrangements on time or date.

R40. Repairs was carried out very quickly and was left neat and tidy.

R45. I reported to the gas repair company about not having hot water. 1<sup>st</sup> day they needed a new part to repair 2<sup>nd</sup> day wrong one was brought which was Sunday and the hot water was only restored after 5 days as I needed to work and at that time no one was around for repairs to be done. My concern was it was expensive for the association by ordering wrong spare part and being weekend.

R53. No suggestions very happy.

R57. The guy was so nice.

R58. My response from the office was efficient and prompt. The repair was managed within 24hrs.

R59. Knowes Housing Association has always been obliging to me and probably to everyone that need repairs service done. I am still waiting on the gutter above my flat being clear of bird filth, also the council tree that was planted in back garden has to be cut down grown to one side of my fence.

R62. Just that there could be an option for repairs to be carried out of hours as both myself and my husband both work Monday to Friday 9 – 5 and always have to take holidays or unpaid leave for repairs to be carried out.

R65. Quick fix knew exactly what the problem was within seconds.

R66. Guy was helpful, great job.

R68. I have no faults with the service or the new home, new doors and no mess.

R74. Satisfied with engineers who came out to ensure there was no gas leak.

R78. I am happy with how you are carrying out repairs work, just keep doing what you're doing well.

R95. Prompt efficient service, many thanks indeed.



Knowes Housing Association Ltd., 10 Field Road, Faifley, Clydebank, G81 5BX;  
email:info@knowes.org website: www.knowes.org

phone: 01389 877752

*Knowes Housing Association Ltd is a charitable organisation registered under Scottish Charity No: SCO27466*

Knowes Housing Association Ltd

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

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