



COPPERWORKS
Housing Association

TENANT SATISFACTION POLICY
MAINTENANCE

March 2018

TENANT SATISFACTION POLICY

1.0 POLICY

The Association will continually assess the tenants' satisfaction of the maintenance function in relation to attendance to repairs. The Maintenance Officer will be responsible for obtaining tenants satisfaction surveys. 10% of repairs carried out each month will be selected at random to take part in the survey.

2.0 MONITORING

2.1 The surveys will be carried out by telephone or questionnaire sent attached to the repair line from a pre-determined question and answer format. The answers from the tenants will be scored on a 'very satisfied' to 'very dissatisfied' basis with a 'don't know' option. The answers will be logged on the pre-set survey function on the SDM data base.

In the event of a tenant highlighting dissatisfaction, this will be followed up by the Maintenance Officer until a satisfactory resolution has been obtained. This will then be reported to Management Committee when the Tenant Satisfaction report is presented.

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.
- 3.2 determine if the response time to make good the repair was considered acceptable.
- 3.3 help with the assessment of the Contractor's workmanship and attitude towards the tenants.
- 3.4 identify ways in which the Association can offer continuous improvement in the service, which it provides to tenants
- 3.5 Assist with collation of information required for the Annual Return to the Charter.

4.0 TARGETS

- 4.1 The Association will ensure that no less than 10% of all repairs per month are subject to a tenants' satisfaction survey. The level of returns, will be monitored by the Maintenance Officer. A summary of the feedback on the completed questionnaires will be reported to the management committee based on statistics compiled by the Maintenance Officer.

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 ALTERNATIVE FORMATS

- 6.1 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