



OCHIL VIEW
— Housing Association Ltd. —

Outcomes Report for 2021-22 Annual Performance Survey

November 2022



NON O T C D O R T I N

Welcome to Ochil View Housing Association's latest Survey Outcomes Report. This one focuses on the 2021-22 Annual Performance Report that was sent to all tenants in October 2022.

The Report is a statutory requirement for all Housing Associations to produce each year. It highlights how well we are performing in relation to issues such as repairs, anti-social behaviour and tenant engagement.

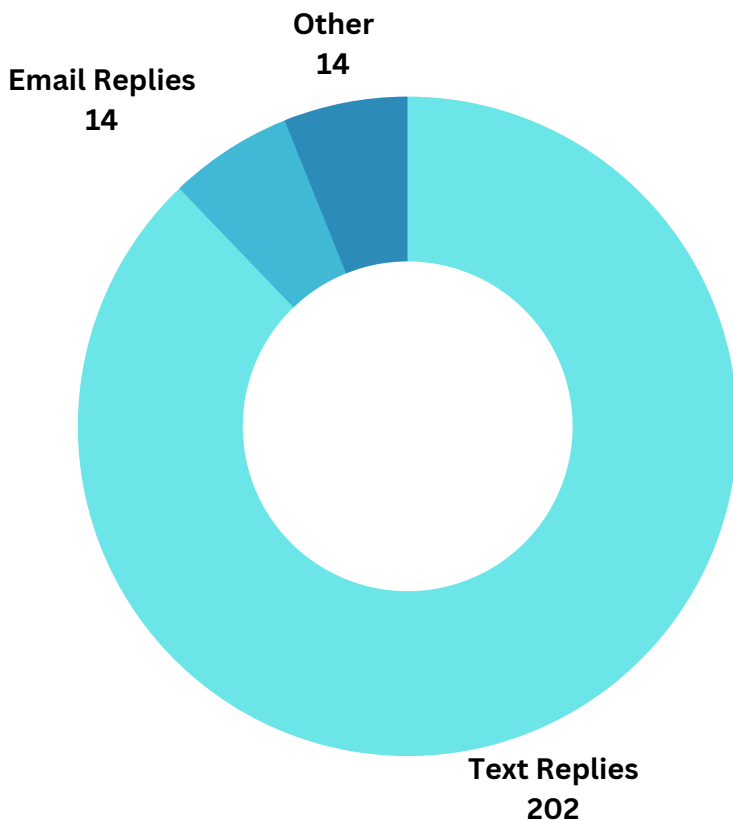
The report also sets out how we are performing against our peer average, (which includes a number of other Associations with similar sized stock) and also against the Scottish average.

We published this report on our website and subsequently sent a copy to all our tenants by email or post.

Following this, we sent a short survey to tenants to gather opinion on the report outcomes. This sets out the feedback we received.

Replies

1407 Survey Invites were sent to tenants, either by text or email. We also provided a link via our Facebook channel. We received **230** replies (**17%**). Last year, we received just **37**, so this is a significant improvement.

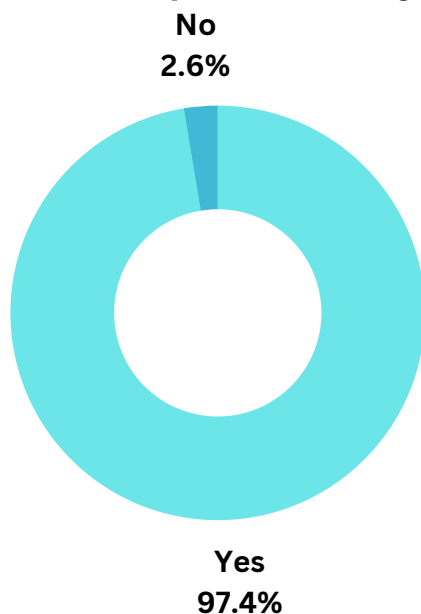


What did we learn?

This is the second time we have used the CX-Feedback system for a large-scale survey and, again, the response rate is excellent.

Using text messages with a link appears to be the most successful way to quickly gather a strong percentage of tenant opinions.

Is the Report easy to follow?

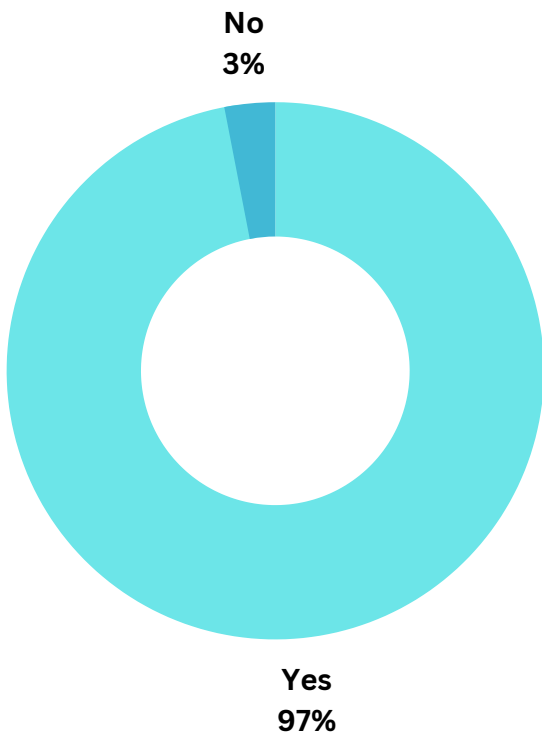


What did we learn?

Overwhelmingly, tenants found the Annual Performance Report easy to follow.

This is useful as we have redesigned it over the past year to make it as accessible as possible.

Did you find the information provided to be clear and simple?

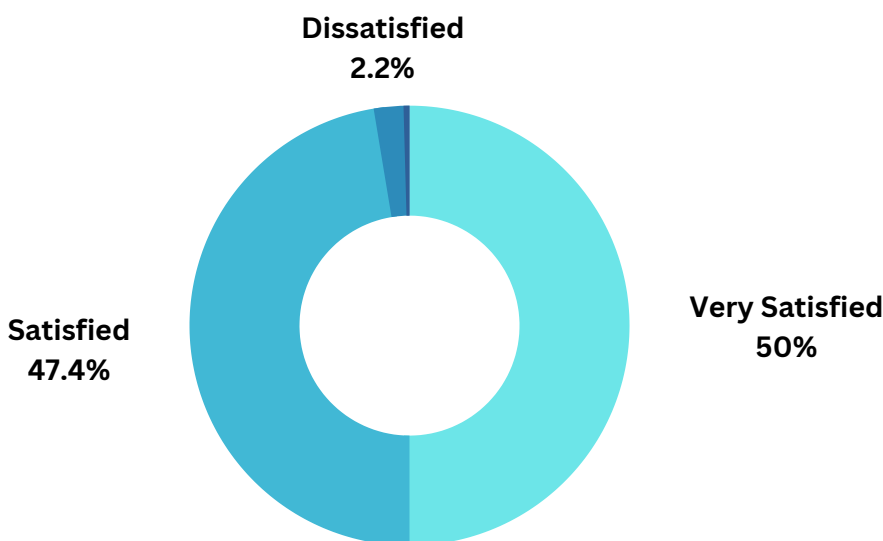


What did we learn?

Similar to the layout, it is excellent that so many tenants found the information to be clear and simple.

With each report, survey etc., we want to provide information in a way that is easy to understand and feedback on.

How satisfied are you with our overall service?

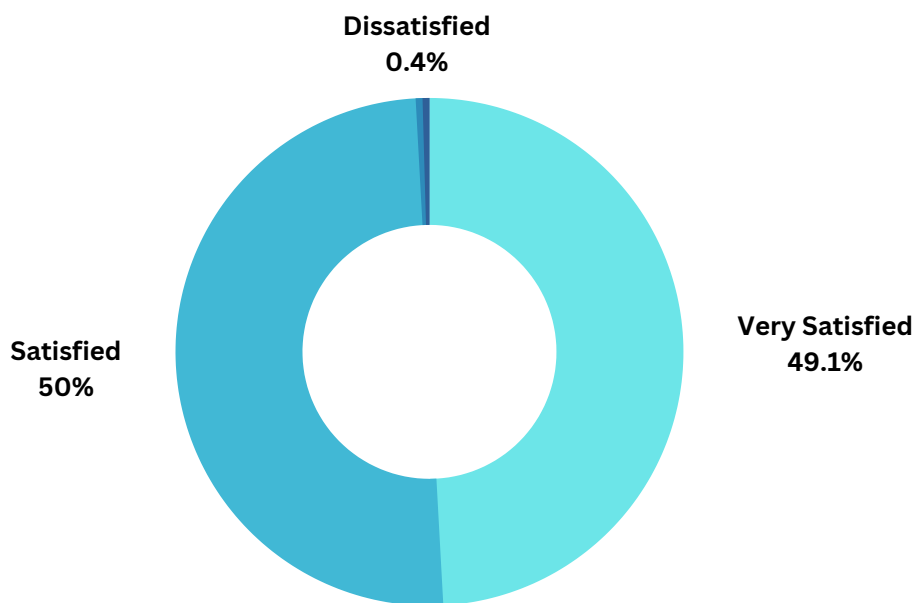


What did we learn?

Over 97% of tenants who responded have said they are either very satisfied or satisfied with the services we provide.

We are delighted with this response and will continue working with tenants to maintain the best possible standards.

How satisfied are you with how we share information?

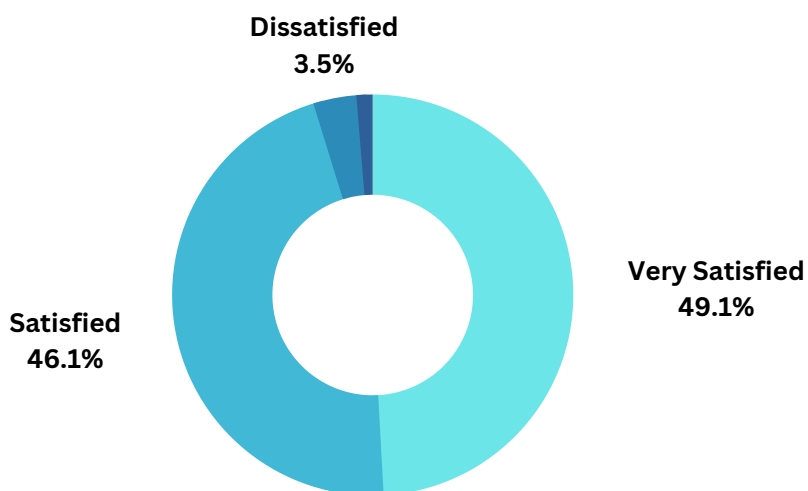


What did we learn?

We share information in a variety of ways, such as our Newsletters, website, social media and through surveys such as this.

It is great to learn that tenants are generally very happy with the variety of methods.

How satisfied are you with how we handle complaints?

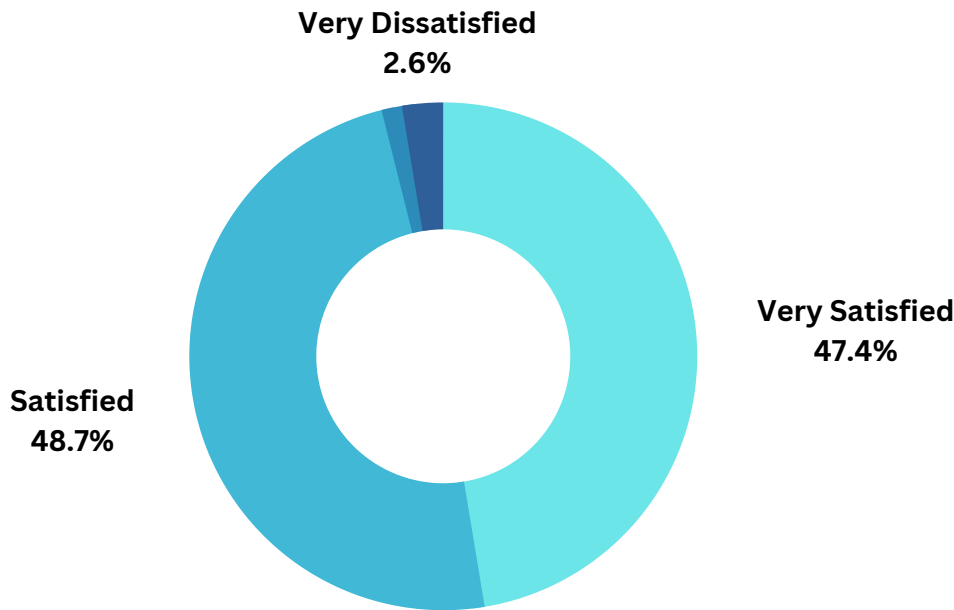


What did we learn?

It is vital that we handle any complaints in the appropriate manner, so we are pleased to see that the vast majority of tenants who replied are satisfied with our current approach.

This is something that we continually monitor and learn from.

How satisfied are you with opportunities to get involved?

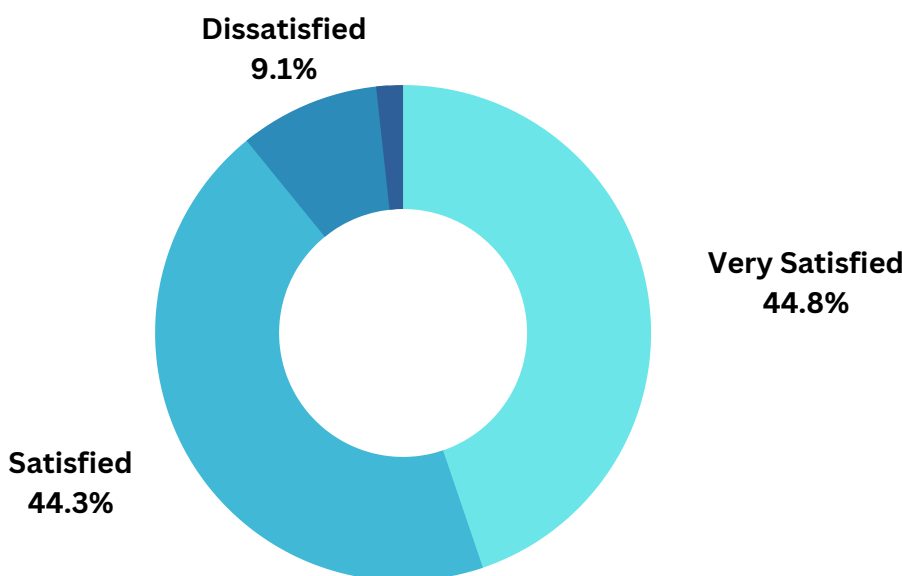


What did we learn?

While the majority of replies spoke satisfactorily of opportunities to get involved, we are aware there are some tenants who either feel there aren't sufficient ways to have their say or are not sure how they can.

We are constantly developing our engagement and communication methods to improve both these areas.

How satisfied are you with the quality of your home?

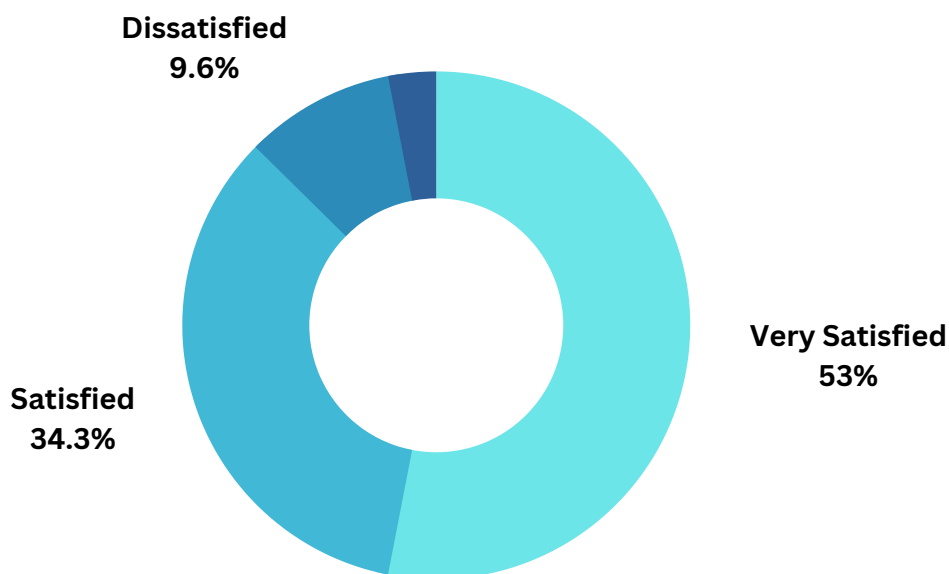


What did we learn?

It is great to see that nearly 90% of tenant replies were either satisfied or very satisfied with their homes.

For those who are not as satisfied, we will work together with them to try and address their concerns.

How satisfied are you with our repairs service?

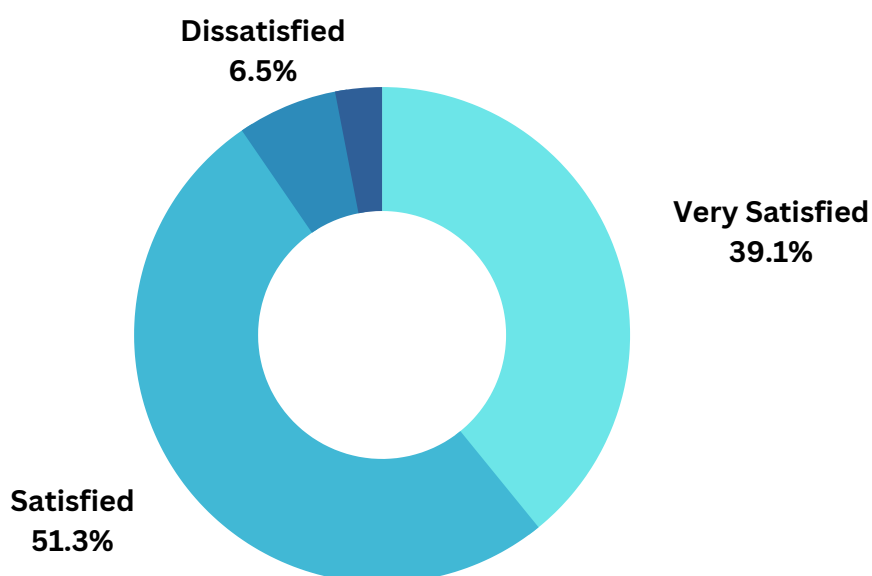


What did we learn?

Satisfaction levels for our repairs service are high, coming in at around 87%.

Every tenant has the opportunity to feedback on a repair they have received. We monitor and respond to these to ensure future repairs are carried out to the best possible standard.

How satisfied are you with how we resolve ASB issues?

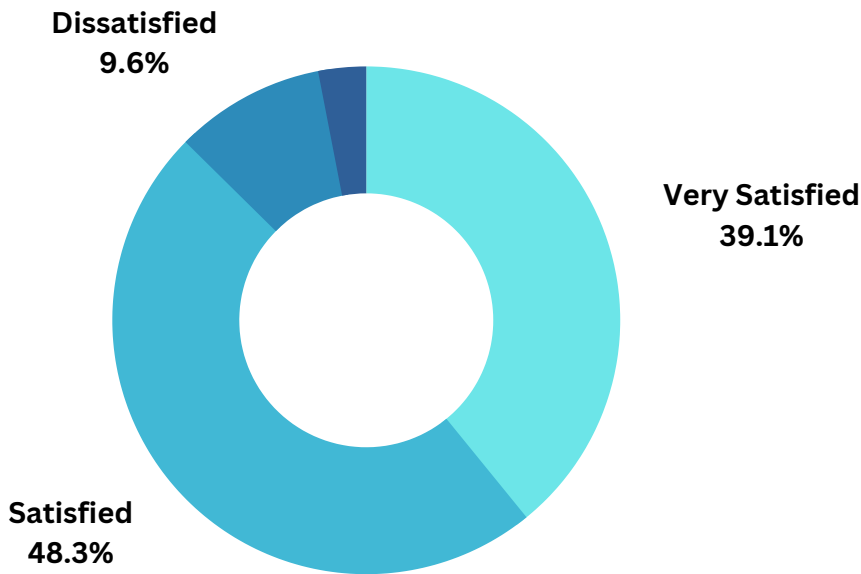


What did we learn?

Resolving anti-social behaviour issues can often be a complex and challenging process.

We are pleased that around 90% of tenants feel we are doing a good job with this.

How satisfied are you with how we look after your neighbourhood?

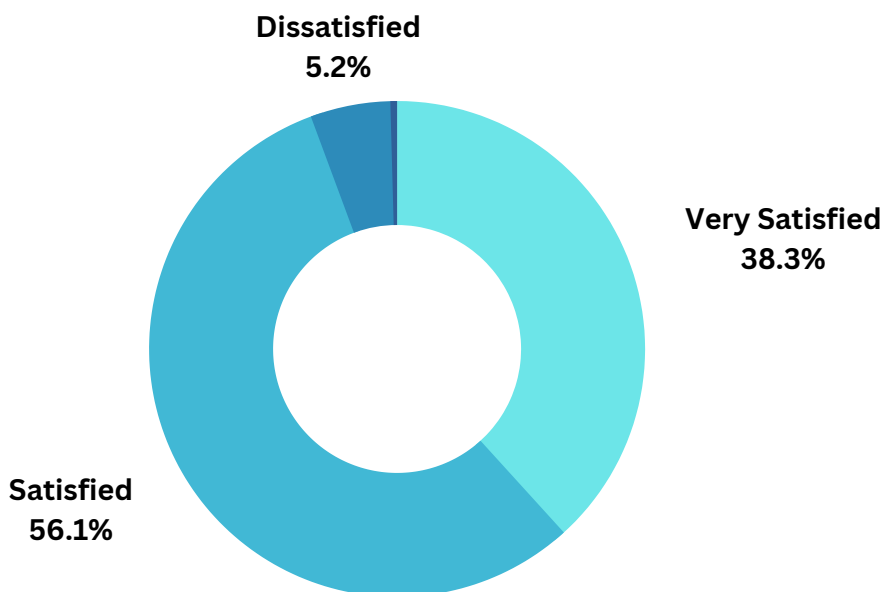


What did we learn?

Looking after neighbourhoods takes a collaborative effort, working in partnership with the local council etc. to ensure things are up to standard.

We have close to 90% satisfaction from the replies for this, which is great. We will continue working hard on our part to look after where tenants' live.

How satisfied are you that we provide value for money?

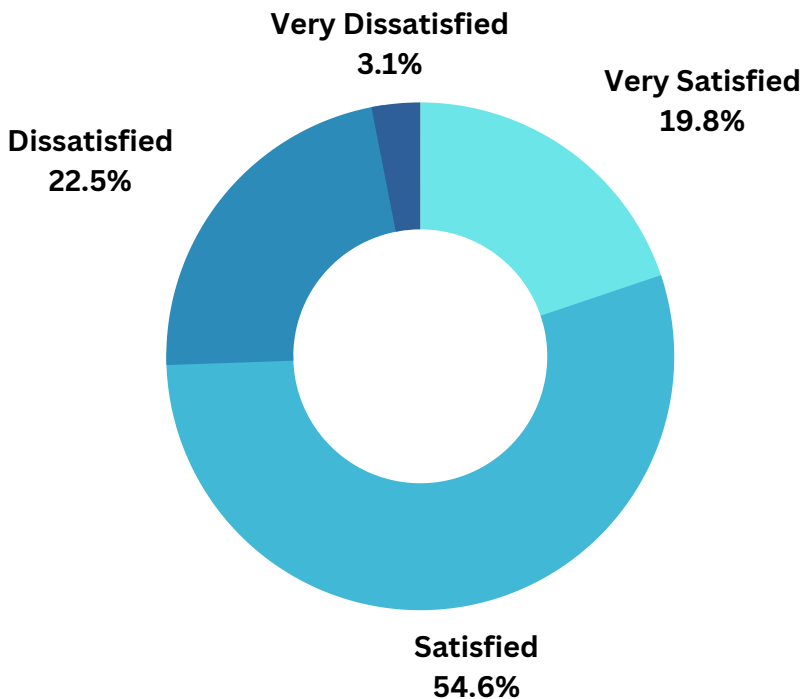


What did we learn?

It is important, perhaps now more than ever, that tenants feel we are providing value for money.

It is good to see nearly 95% of tenants feel we are achieving this.

How satisfied are you with the proposed rent increase for the year ahead?



What did we learn?

Understandably, this question delivered the most mixed outcomes of all, as well as a range of comments from tenants.

Setting the rent level for the year ahead is a complex task and we hope the forthcoming rent review information that all tenants will receive will help to provide clarity on the proposals we are setting out.

We received 99 additional comments from tenants...

The vast majority of comments were positive in nature. There were some who talked about our proposed rent setting for 2023-24, particularly in relation to the current cost of living crisis. This feedback will be issued to our senior staff to consider. Other comments were relating to individual issues at their property and, where possible, these will be passed on to the relevant Housing Officer to look at.

Here's a sample of the comments we received:

"I have been an Ochilview tenant for nearly 30 years, I've always found them very helpful and friendly."

"The staff are amazing and very helpful, always there to help with problems."

"I am happy with the service, I feel rent increases are inappropriate with the cost of living at the present time."

"When we first moved into property Ochil view had left a box containing household goods which we both found really welcoming and generous. Was appreciated."

Thank you, as always, to the tenants who took the time to respond to this survey.

The feedback we receive is shared with all staff and we utilise the information in shaping our services.

If you would like to chat about these survey outcomes, or any aspect of your tenancy, please do not hesitate to get in touch.

Contact Us

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