

Resident Satisfaction Survey – You Said We Did

We commissioned Wider Role Solutions to carry out an independent survey to find out what you think of Gardeen Housing Association and the service that we provide to you. 100 tenants were surveyed in total.

This survey was more specific than the wider tenant satisfaction survey and covered topics such as contacting the office, community Wi-Fi and Connect Community Trust. Please see the results below:

Topic	You Said	We Did
During lockdown, did you access any of the services provided by Connect Community Trust? e.g. food package; electricity payment; allotment pack; kids activity pack.	46% of tenants surveyed said that they had used the services provided by Connect Community Trust	We will continue to work in partnership with Connect Community Trust during 2021
Gardeen works in partnership with Connect Community Trust to provide a welfare rights service one day a week and for assistance with the proposed community garden. What do you think of this partnership working?	32% of tenants surveyed said that they had accessed the welfare rights service or assistance with the proposed community garden All of the tenants who had accessed these services provided positive feedback about their experience	We will continue to provide an independent welfare rights service from Connect Community Trust during 2021 We hope to develop our community garden once it is safe to do so
The Council has stopped its weekly bulk uplift service. Do you think Gardeen should continue to pick up the bulk to ensure the area remains tidy even though there is an additional cost for this?	62% of tenants surveyed agreed that Gardeen HA should continue the bulk uplift service	We will continue to uplift bulk twice weekly. This service is now fully funded by tenant rental income
The Council stopped other services due to the Covid-19 pandemic e.g. the assisted garden maintenance scheme; food waste uplift; white goods	58% of tenants surveyed agreed that Gardeen HA should continue to provide these services	We will continue to try to assist tenants with these matters however they are the responsibility of Glasgow City Council.

uplift and pest control home visits. Do you think Gardeen should provide these services to assist tenants even though there is an additional cost for this?		
Have you contacted a member of staff since lockdown began? If yes, how satisfied were you with the way Gardeen HA dealt with your enquiry. Please give your reasons.	82% of tenants surveyed said that they had contacted a member of staff since lockdown began 100% of tenants surveyed were very or fairly satisfied with the way Gardeen HA dealt with their enquiry	We are unlikely to re-open our office before Spring 2021 but we will keep delivering a service to you. The office may be closed but we are still providing a service to all Gardeen residents
Did you know that the Association has a website and an App?	38% of tenants knew that the Association has a website and an App	We will continue to regularly update our website
Do you follow the Association on Facebook or Twitter?	36% of tenants said they follow the Association on Facebook	We will continue to regularly update our social media accounts
Please can you tell us which of the methods you would prefer the Association to use when contacting you?	95% of tenants surveyed said that they preferred to be contacted by phone 5% of tenants surveyed said that they preferred to be contacted by email	We will contact you by telephone or email as much as possible however there may still be some instances where we need to send a letter
Do you think Gardeen should use rental income to contribute to a community Wi-Fi service?	55% of tenants said they did not think Gardeen HA should use rental income to contribute to a community Wi-Fi service	There are no plans to install community Wi-Fi at present however we will consult you if there are any future opportunities
Would you consider putting yourself forward to be a member of the Management Committee?	9% of tenants said they would consider putting themselves forward to be a member of the Management Committee	Please contact Roslyn at our office if you are interested in joining the Management Committee