
















4. How satisfied are you with the quality of the repairs which Trust carries out within your home?

	Response Percent	Response Count
Very Satisfied 	43.3%	335
Satisfied 	47.9%	370
Neither Satisfied nor Unsatisfied 	5.2%	40
Unsatisfied 	2.7%	21
Very Unsatisfied 	0.9%	7
answered question		773
skipped question		24






5. How satisfied are you with the time in which it takes Trust to respond to a request for a repair?

	Response Percent	Response Count
Very Satisfied 	39.2%	302
Satisfied 	47.4%	365
Neither Satisfied nor Unsatisfied 	8.3%	64
Unsatisfied 	3.6%	28
Very Unsatisfied 	1.4%	11
answered question		770
skipped question		27






6. How satisfied are you with the support you receive from staff during the process of completing a repair?

	Response Percent	Response Count
Very Satisfied 	51.0%	397
Satisfied 	42.5%	331
Neither Satisfied nor Unsatisfied 	5.3%	41
Unsatisfied 	0.8%	6
Very Unsatisfied 	0.4%	3
answered question		778
skipped question		19






7. How satisfied are you with the process through which you report repairs?

	Response Percent	Response Count
Very Satisfied 	44.9%	348
Satisfied 	48.0%	372
Neither Satisfied nor Unsatisfied 	5.2%	40
Unsatisfied 	1.7%	13
Very Unsatisfied 	0.3%	2
answered question		775
skipped question		22

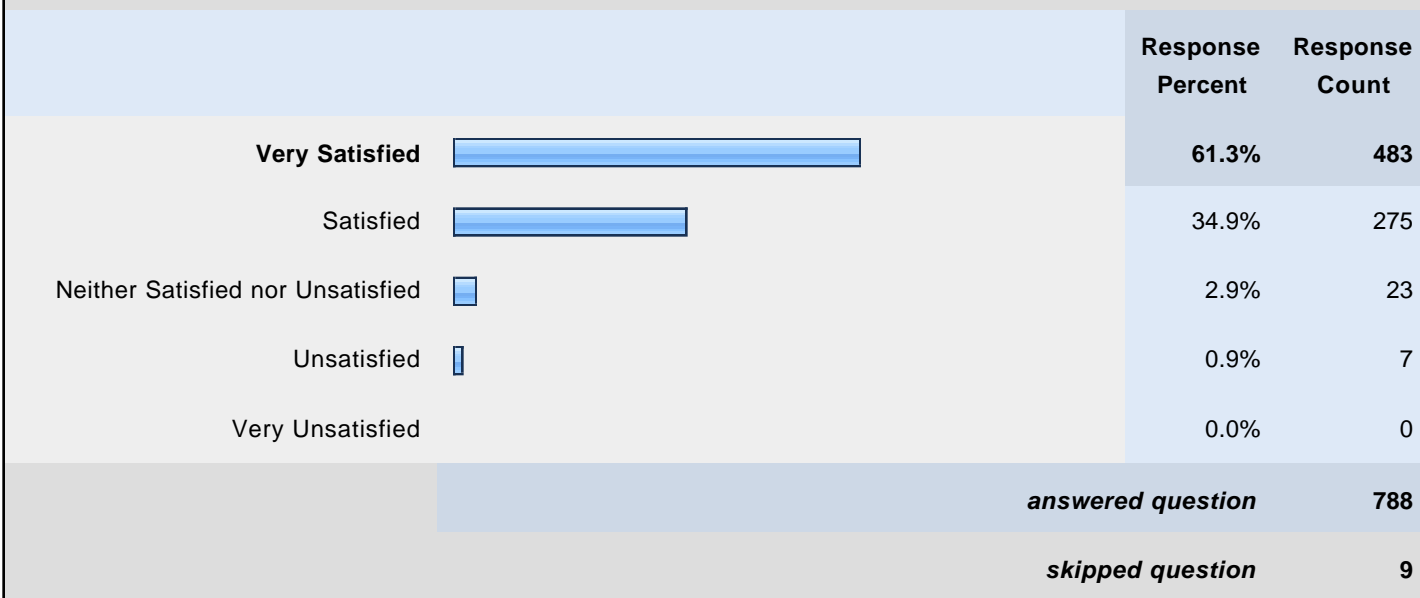
8. How satisfied are you with the level of information provided to you during the process of completing a repair?

	Response Percent	Response Count
Very Satisfied 	39.9%	308
Satisfied 	50.6%	390
Neither Satisfied nor Unsatisfied 	6.9%	53
Unsatisfied 	2.1%	16
Very Unsatisfied 	0.5%	4
answered question		771
skipped question		26

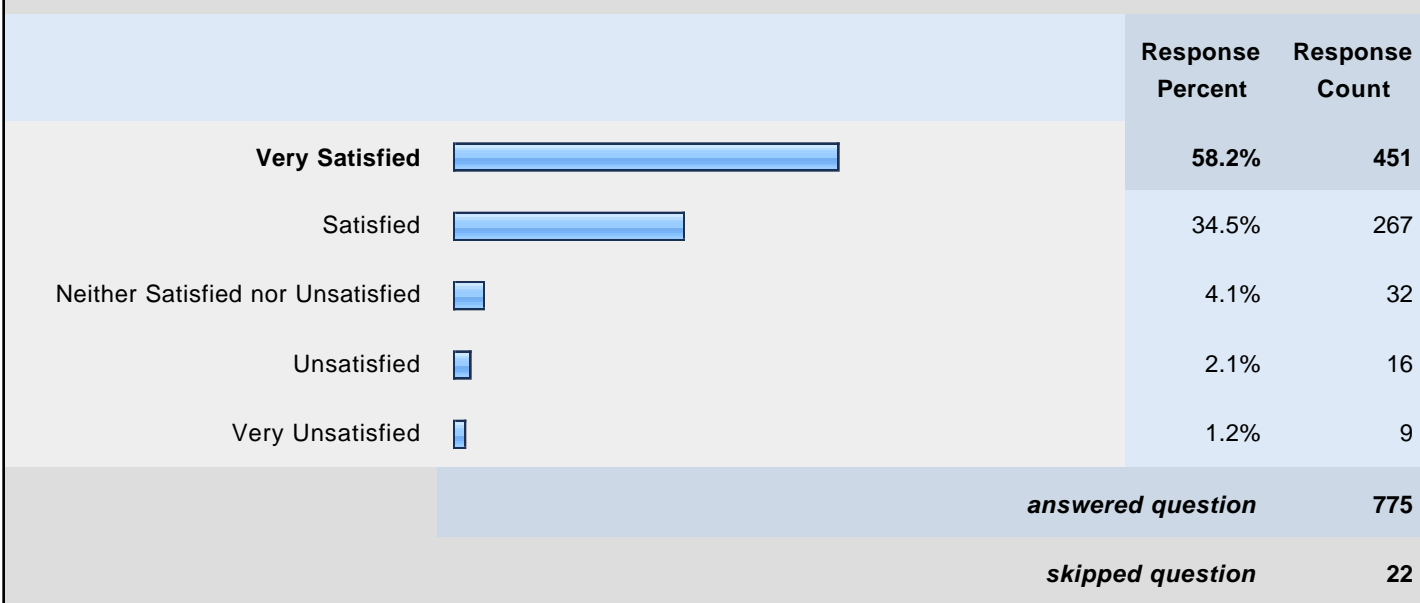
9. Overall, how satisfied are you with the repairs service provided by Trust?

	Response Percent	Response Count
Very Satisfied 	43.6%	339
Satisfied 	46.8%	364
Neither Satisfied nor Unsatisfied 	6.2%	48
Unsatisfied 	2.3%	18
Very Unsatisfied 	1.2%	9
answered question		778
skipped question		19






10. Overall, how satisfied would you say you are with the home provided to you by Trust?








11. How satisfied are you with the quality of cleaning within communal areas?



12. How satisfied are you with the grounds maintenance and gardening services provided by Trust?

	Response Percent	Response Count
Very Satisfied 	40.8%	311
Satisfied 	41.8%	319
Neither Satisfied nor Unsatisfied 	8.7%	66
Unsatisfied 	5.4%	41
Very Unsatisfied 	3.4%	26
<i>answered question</i>		763
<i>skipped question</i>		34

13. How satisfied are you with the window cleaning services provided by Trust?

	Response Percent	Response Count
Very Satisfied 	34.1%	264
Satisfied 	46.2%	358
Neither Satisfied nor Unsatisfied 	9.2%	71
Unsatisfied 	8.6%	67
Very Unsatisfied 	1.9%	15
<i>answered question</i>		775
<i>skipped question</i>		22






14. How satisfied are you with the quality of each of the following methods of communication?

	Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	Response Count
Trust Talk Newsletter	42.2% (310)	47.4% (348)	9.7% (71)	0.4% (3)	0.3% (2)	734
Direct Letters	41.1% (285)	50.6% (351)	7.5% (52)	0.7% (5)	0.1% (1)	694
Leaflets/Booklets	37.7% (251)	49.8% (331)	11.9% (79)	0.5% (3)	0.2% (1)	665
Trust Website	30.4% (114)	38.4% (144)	29.6% (111)	1.6% (6)	0.0% (0)	375
					<i>answered question</i>	757
					<i>skipped question</i>	40

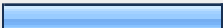
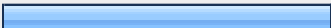
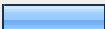


15. Please rank the following methods of communication from your most to least preferred. 4 being your most preferred, 1 being your least preferred

	1	2	3	4	Rating Average	Response Count
Trust Talk Newsletter	9.1% (45)	21.6% (107)	32.9% (163)	36.4% (180)	2.97	495
Direct Letters	19.4% (81)	15.8% (66)	23.7% (99)	41.1% (172)	2.87	418
Leaflets/Booklets	8.3% (34)	51.2% (209)	34.6% (141)	5.9% (24)	2.38	408
Trust Website	66.9% (212)	3.2% (10)	4.7% (15)	25.2% (80)	1.88	317
					<i>answered question</i>	516
					<i>skipped question</i>	281

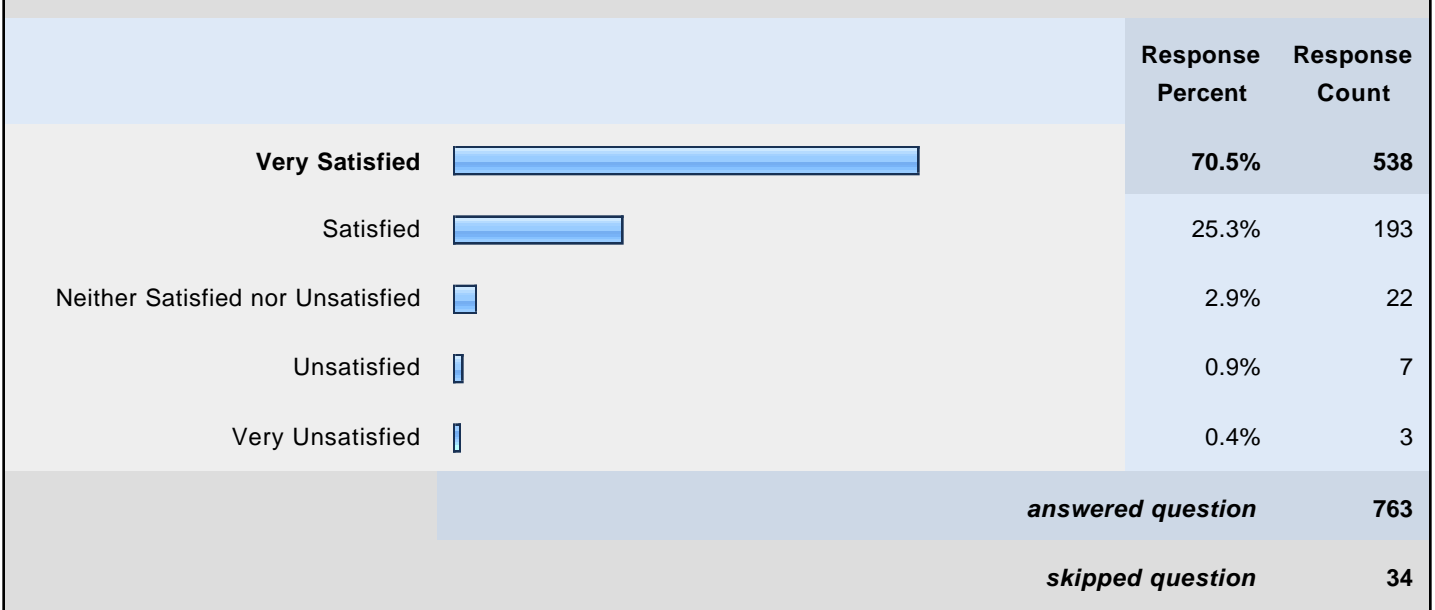
16. Overall, how satisfied are you with the quality of communication you receive from us? (e.g. letters, newsletters, leaflets, website, etc)

	Response Percent	Response Count
Very Satisfied 	35.4%	270
Satisfied 	53.5%	408
Neither Satisfied nor Unsatisfied 	10.4%	79
Unsatisfied 	0.5%	4
Very Unsatisfied 	0.3%	2
<i>answered question</i>		763
<i>skipped question</i>		34

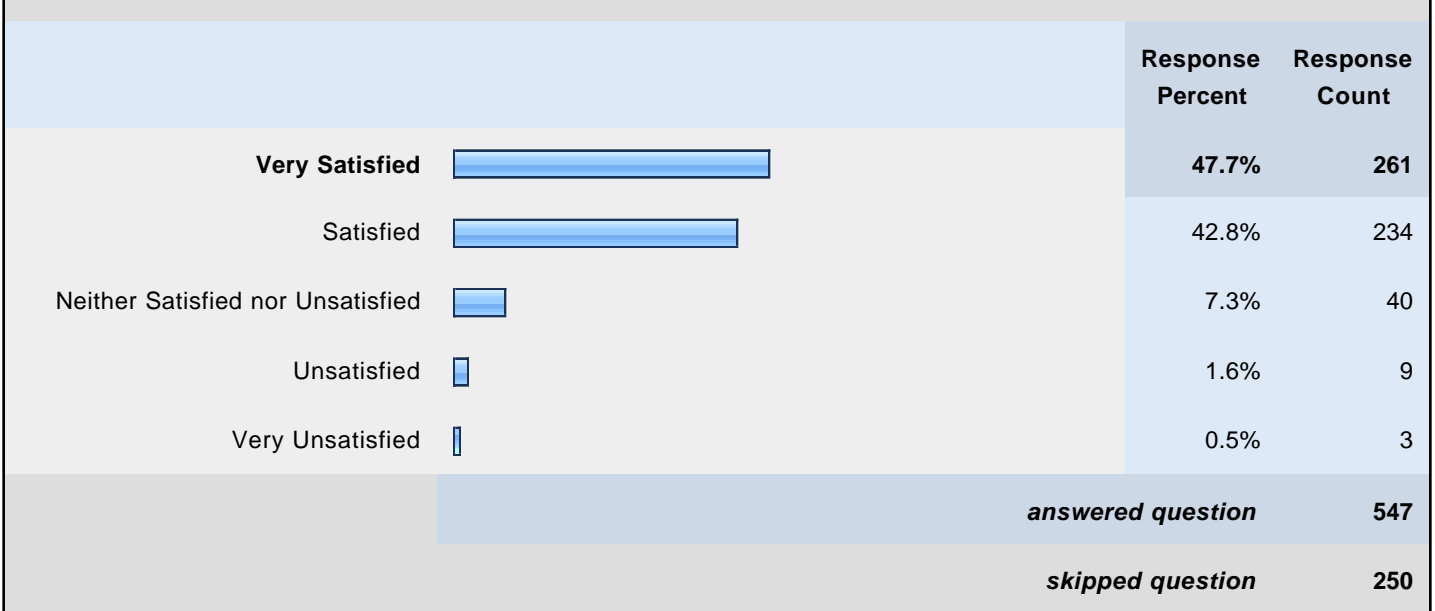
17. How satisfied are you with the opportunities we provide for you to participate with us through meetings, focus groups, tenants' conferences, etc?

	Response Percent	Response Count
Very Satisfied 	33.1%	248
Satisfied 	49.7%	373
Neither Satisfied nor Unsatisfied 	14.9%	112
Unsatisfied 	2.0%	15
Very Unsatisfied 	0.3%	2
<i>answered question</i>		750
<i>skipped question</i>		47






18. Overall, how satisfied are you with the staff at your development?








19. If you have contacted one of our offices in the past 12 months how satisfied were you with the quality of service you received from the staff?








20. How satisfied are you with Trust as a landlord?

	Response Percent	Response Count
Very Satisfied 	51.0%	390
Satisfied 	41.6%	318
Neither Satisfied nor Unsatisfied 	5.6%	43
Unsatisfied 	1.4%	11
Very Unsatisfied 	0.3%	2
answered question		764
skipped question		33

21. How satisfied are you with the value for money you receive from Trust?

	Response Percent	Response Count
Very Satisfied 	41.7%	314
Satisfied 	44.4%	334
Neither Satisfied nor Unsatisfied 	10.2%	77
Unsatisfied 	2.9%	22
Very Unsatisfied 	0.8%	6
answered question		753
skipped question		44

22. How satisfied are you with the overall level of service provided to you by Trust?

	Response Percent	Response Count
Very Satisfied 	47.7%	363
Satisfied 	43.1%	328
Neither Satisfied nor Unsatisfied 	7.6%	58
Unsatisfied 	1.2%	9
Very Unsatisfied 	0.4%	3
answered question		761
skipped question		36

23. Comments

	Response Count
	259
answered question	259
skipped question	538

24. Personal Details


























	Response Percent	Response Count
Name: <input type="text"/>	99.2%	620
Address 1: <input type="text"/>	99.2%	620
Address 2: <input type="text"/>	71.7%	448
City/Town: <input type="text"/>	84.2%	526
ZIP/Postal Code: <input type="text"/>	54.4%	340
Email Address: <input type="text"/>	6.9%	43
Phone Number: <input type="text"/>	81.3%	508
	<i>answered question</i>	625
	<i>skipped question</i>	172

25. Development

	Response Percent	Response Count
A1000O Dalgety Bay	0.0%	0
A2450R Druim Na Pairc	0.0%	0
A2610R O'Hanlon Way	0.0%	0
A2630R Kinlochbervie	0.0%	0
A2650R Dervaig	0.0%	0
A2660R Duncan Buchanan Court	0.0%	0
A2700R Bruichladdich	0.0%	0
A2710R Coll	0.0%	0
A2740R Murray Cottages	0.0%	0
A2750R Kilncraigs Court	0.0%	0
A2760R Blackridge	0.0%	0
A2830R Galston	0.0%	0
A2840R Dallas Place	0.0%	0
A2910R Dunbeath	0.0%	0
A2940R Muirtown Street	0.0%	0
A2970R Lairg	0.0%	0
A3010R Bellshill	0.0%	0
A3100R Winchburgh	0.0%	0
A3120R Fortrose	0.0%	0
A3150R Dingwall	0.0%	0
A7120R Sheean Drive	0.0%	0
A7720R Fen Place	0.0%	0
A7810R Newton Road	0.0%	0
A7910R Kinloch Court	0.0%	0

B2210R Port Ellen	1.0%	8
B2320R Strachur	1.1%	9
B2390R Bowmore	0.8%	6
B2480R Tobermory	1.1%	9
D4950C Kilncraigs House	0.0%	0
F4930C Buchanan Place	0.0%	0
G262035 Newmarket	0.0%	0
G2730R Albert Place	0.0%	0
G2980R Central Avenue	0.0%	0
G2980R West Crescent	0.0%	0
G2980R West Grove	0.0%	0
G7090R Shiskine	0.0%	0
G7210R Corrie	0.0%	0
G7420R Benlister Road/Terrace	0.0%	0
G7430R Shore View	0.0%	0
G7510R Pirnmill	0.0%	0
G7610R Shiskine TS	0.0%	0
G7770R Kilmory	0.0%	0
G9990R Dunblane	0.0%	0
N2300R Matheson Road	2.4%	19
N2490R Dunfermline	1.8%	14
N2500R Livingston	1.5%	12
N2790R Pollok	1.6%	13
N3140R Beech Hill Court	0.4%	3
N3180R East Kilbride	0.6%	5
N3200R Mission Place	0.8%	6
R1010M Currie	0.0%	0
S2010R Ayr	1.6%	13

S2020R Burntisland		1.0%	8
S2030R North Church Street		1.8%	14
S2040R Carmunock		0.9%	7
S2050R Kirk Loan		1.5%	12
S2060R East Calder		1.6%	13
S2070R Kirkriggs Court		3.1%	25
S2090R Govan		2.0%	16
S2100R Galashiels		3.0%	24
S2110R Girvan		1.3%	10
S2120R Greenock SMC		1.6%	13
S2130R Lower Kessock Street		2.1%	17
S2140R West Lodge Gardens		2.1%	17
S2150R Killin		0.0%	0
S2160R Bingham		1.8%	14
S2170R Kinghorn		2.4%	19
S2190R Lauder		1.5%	12
S2220R Pollokshaws		2.3%	18
S2230R Joppa		2.1%	17
S2240R Markinch		1.4%	11
S2270R Bearsden		1.6%	13
S2280R Shulishader Beag		1.1%	9
S2290R Stockbridge		2.3%	18
S2310R Stranraer		2.3%	18
S2330R Tillicoultry		1.5%	12
S2340R Thornliebank		2.1%	17
S2350R Nairn		1.6%	13
S2360R Netherlee		2.6%	21

S2370R Hamilton		2.0%	16
S2400R Chirnside		1.8%	14
S2410R Bedford Court		1.5%	12
S2420R Darvel		0.0%	0
S2430R Thornhill		1.0%	8
S2440R Greenock EKC		0.9%	7
S2460R Caldercruix		2.1%	17
S2470R Lochinver		0.4%	3
S2510R Newton Stewart		1.5%	12
S2520R Abbeyhill		2.8%	22
S2530R Wishaw		2.1%	17
S2540R Greenbank Court		1.0%	8
S2550R Airdrie		1.0%	8
S2570R Croftfoot		1.4%	11
S2580R Helmsdale		0.1%	1
S2590R Glenluce		0.4%	3
S2640R Newmilns		1.4%	11
S2680R Lewis Street		0.0%	0
S2690R Clydebank		1.6%	13
S2720R Calton		0.6%	5
S2810R High Blantyre		1.1%	9
S2820R Old Kilpatrick		1.6%	13
S3050R Crown Terrace		1.5%	12
S3170R Dumfries		1.8%	14
S7140R Glen Estate		0.4%	3
S7140R Glen Road/Place		0.0%	0
S7440R MacKelvie Road		1.0%	8
V2170R Loanhead		1.3%	10

V2200R Ravens Court	<input type="checkbox"/>	2.1%	17
NA Ruchazie		0.0%	0
Not Given	<input type="checkbox"/>	2.3%	18
answered question			797
skipped question			0

26. Survey Number		Response Count
		796
answered question		796
skipped question		1