

Customer/Landlord Relationship

How satisfied are our tenants with communication and participation at Rosehill? Our Tenant Satisfaction Survey 2019, which 500 tenants took part in, revealed the following results:

Satisfaction	Percentage of Tenants satisfied	Scottish Average 2020/21	Local Average 2020/21	How do we Compare?
Tenants who feel Rosehill is good at keeping them informed about their services and decisions	98.4% 95.6% (2016)	91.7%	91.8%	We are better than both averages
Tenants satisfied with the opportunities given to them to participate in Rosehill's decision making processes	96.6% 87.9% (2016)	86.6%	90.1%	We are better than both averages

We are really pleased with the increase in satisfaction with both the way we keep you informed of decisions and services and the opportunities to participate in the decision making process.

Both of these figures improved from the 2016 survey, the opportunities to participate by nearly 10%. The results are also much better than both the Scottish and local averages.

This survey is completed every three years so will be repeated in summer 2022.

Tenant Participation

Our Tenant Participation Strategy was launched in 2019. Part of the strategy is to recruit to our tenant scrutiny panel. We have recruited six new members who have undertaken training on how to effectively scrutinise the services we offer to tenants.

The Group is called Rosehill Tenants' Voice (RTV). In 2021 they have undertaken three scrutiny exercises as follows:

- This Annual Report
- Rent Arrears Policy
- Customer Charter

They have made recommendations for improvements which have all been accepted by the Management Committee.

If you would like to know more about our Tenants' Group including how you can join please contact our office for more details.

We also carried out wider consultation, giving all of our tenants' opportunities to participate, including consultation on:

- Proposed Rent Levels
- Various Policies
- Annual Plan of Priorities and Activities

Complaints

We value complaints and use the information from them to help us improve our services.

We aim to resolve complaints quickly and as close to where we provided the service; we call this front-line resolution (Stage 1). We have up to 5 working days to deal with such complaints. However some complaints are more complex in nature and will require a degree of investigation. These complaints are dealt with at the Investigation Stage (Stage 2). Stage 1 complaints which have not been resolved go on to Stage 2 at the request of the complainant. We have up to 20 working days to deal with such complaints.

By September 2020 we received 8 complaints:

Complaints	Number Received	Number Upheld	Percentage Resolved in Timescale
Stage 1	4	1	100%
Stage 2	4	0	100%