

WIN A  
£25 HIGH  
STREET  
VOUCHER

# Owners Satisfaction Survey 2018/19

Please complete and return by **Friday 1st March 2019** if you wish to be included in our **Prize Draw** to win a £25 High Street voucher of your choice. Please make sure you write your name and address on the back page. If you need this survey in another format please contact us on Tel: 01389 761486

## Introduction

At Dunbritton we want to deliver factoring services taking account of your views. You are invited to complete this survey and return it in the enclosed prepaid envelope. Your feedback will be used to help us make improvements in our service delivery. Survey results will be available later this year. We hope to establish an Owner's Forum - if you are interested in taking part please complete your details on the last page of the survey Getting Involved

## Service Provision

1. Taking everything into account, how satisfied are you with the overall factoring service provided by us?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I have not contacted the office

**Please comment below if dissatisfied**

2. Have you contacted the Association for any reason in the last 12 months?

- Yes     No

**If yes, what were your reasons for contacting the office? (Please tick all that apply)**

- Report a repair
- Pay your account
- Query your factors invoice
- Request insurance information
- General advice
- Make a neighbour complaint
- Complaint about factoring service
- Other (Please specify)

## Contact with Association Staff

3. How satisfied were you with the way your enquiry was handled?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I have not contacted the office

4. Are you satisfied with the layout of your factors bill?

- Yes
- No

If not, what can we do to improve the layout?

5. How do you usually pay your account?  
(Please tick all that apply)

- At a PayPoint outlet (Allpay)
- At the Post Office (Allpay)
- By standing order
- By debit card over the phone
- By debit card at the office
- By cheque posted into the office
- By bank transfer

6. How satisfied are you that our factoring service (including our management Fee for carrying out the service) represents good value for money?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Please comment below if dissatisfied

7. When you contact the office do you feel that you are treated in a professional manner?

- Yes
- No
- Never had dealings with staff

8. If you have contacted the office in the last 12 months was your enquiry responded to within a reasonable timescale.

- Yes
- No

9. Do you have any suggestions to make, that you feel would improve your Dunbritton customer experience ?

**Please note these in the box below:**

## Resolving Problems

10. Are you aware of our Complaints Handling Procedure?

- Yes  No

11. Have you complained to us about any aspect of our factoring service?

- Yes  No

**If yes what was the nature of your complaint?**

- Delay in response to your query  
 Failure in service delay  
 Standard of service  
 Dissatisfaction with our policy  
 Attitude of staff member  
 Attitude of one of our contractors  
 Failure to follow procedure  
 Other (please give details)

12. How satisfied were you with the way your complaint was handled?

- Very satisfied  
 Fairly satisfied  
 Neither satisfied or dissatisfied  
 Fairly dissatisfied  
 Very dissatisfied

If you were dissatisfied with how we handled your complaint. Please indicate your reason?

- Length of time taken to respond  
 Attitude of staff  
 Decision reached  
 Did not comply with procedure  
 Other (Please give details)

13. Are you aware that if you are not satisfied with our final decision you can take your complaint to the Housing & Property Chamber (previously Home Owner Housing Panel)?

- Yes  No

## Keeping in touch

14. Can you indicate your preferred method of contact.

- Telephone  
 Post  
 Email  
 Text message Home  
 visit  
 Other (Please specify)

**Provide details below**

15. Overall, how satisfied are you with how we keep you informed about our services and decisions?

- Very satisfied  
 Fairly satisfied  
 Neither satisfied or dissatisfied  
 Fairly dissatisfied  
 Very dissatisfied

**What can we do better?**

## Getting Involved

16. Are you a member of the of the Association? (This costs £1 and you are issued with a share certificate?)

- Yes  No

**If no, would you be interested in becoming a member of the Association?**

This means you can attend our AGM, or apply to become a member of our voluntary Board of Management

- Yes  No  Maybe

17. Would you ever consider becoming a Committee/Board Member

- Yes
- No
- Maybe
- I'm already a Committee/Board member

18. How satisfied are you with the opportunities given to you to participate in making decisions about our Factoring service?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

19. Would you be interested in taking part in an Owners Forum meeting?

- Yes
- No
- Maybe

### A Bit About You

This section is voluntary, you do not have to provide this information.

20. What is your employment status?

- Full time paid work
- Part time paid work
- Full time education
- Government training scheme
- Unemployed & looking for work
- Unemployed due to ill health
- issues Looking after the family
- Retired
- Voluntary worker
- Other (Please give details)

21. How many people occupy the house?

22. What is the age group of residents within your household? (Please enter number)

- 0-12 Years
- 13-18 Years
- 19-25 Years
- 26-35 Years
- 36-59 Years
- 60+ Years

23. Do you or any family member have a disability?

- Yes
- No

If yes, what is the nature of the disability?

- Visually impaired
- Hearing/Speech Impairment
- Learning difficulty
- Physical disability
- Other (Please specify)

24. Do you have access to a computer?

- Yes
- No

Name: .....

Address: .....

.....

.....

Home Telephone: .....

Mobile Telephone: .....

Email Address: .....