

Finally, are there any improvements we could make regarding the repair or any other comments you would like to add?

As both myself and my husband work full time it is difficult to be home in time for inspections. At least 1 weeks notice required in advance.

My fridge and telly keep cutting out when I switch the kitchen light on - have checked my appliances and can't find any faults.

Keep doing what you're doing!—thanks.

Very satisfied customer.

Re my comment on previous page—the letter put through my letterbox asked me to contact a number to make a time and date for the work to be carried out. I phoned and was asked to leave me a contact number and they would call me back with a time and date—I still haven't received a call one week later.

I would like locks on my bins to stop people using.

If we could have a compost bin out the back we could use it.

Front door lets lots of cold in so have to have heating on a lot.

	Annual Gas Service & Repair Questionnaire Results	
	Forth Housing Association Ltd 4th Floor Wallace House, 17-21 Maxwell Place, Stirling, FK8 1JU Tel: 01786 446066 Fax: 01786 445846	

The following is a summary of the results received from those who responded to the consultation exercise regarding the annual gas service & repair questionnaire.



Questionnaires were issued to 307 tenants who have gas central heating and not under the defects liability period. 47 questionnaires were returned.

Angela Laley
Project & Communications Co-ordinator

ANNUAL GAS SERVICE:

1. How satisfied are you with the prior notification which Stirling Council Housing Services give regarding access arrangements?
(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
24	21	2		

Comment:

I was unable to be at home when visit was arranged and council happy to re-arrange. Came on specified time and date - no problem. The gasman was first class. Hand delivered notification on Monday afternoon for access on the Friday.

2. How satisfied are you with the attitude/manner of the Stirling Council Housing Service (SCHS) contractor who serviced your boiler/heating system?

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
31	16			

Comment:

He was very pleasant and helpful.
 Very obliging nice fellow.
 He was completely professional—wished all were like this.
 Contractor very friendly and helpful answering any queries I had.
 Very friendly & helpful—explained cupboard needs cut to allow future access and also checked radiator in kitchen where dial was not turning—nothing was a problem.
 He was nice to me.

3. How satisfied are you with the completed service of your boiler/heating system?

(Please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
29	15	3		

Comment:

This was done quickly with no disruption.
 Boiler has problems - not after service.
 My boiler has been leaking since Christmas.
 Very happy.
 Our bathroom water is fairly warm in winter—in fact luke warm—we have never been able to enjoy a hot bath in winter.
 Very good.

Finally, are there any improvements we could make to the annual gas service or any other comments you would like to add?

Fit an alarm in the flat to warn of any dangerous fumes from gas system.
 I don't know if you could make the boiler give us hot water in winter—that would be great.

GAS REPAIR SERVICE—Have you had a REPAIR carried out in the last year to your boiler/heating system/hotwater? If so please complete the rest of this survey.

35 Tenants replied to this part of the survey.

1. How satisfied are you with the overall repair service provided?

(please tick one option)

Very satisfied	Satisfied	No view	Dissatisfied	Very dissatisfied
20	13	2		

Comment:

Satisfied at things that they fixed.
 Heating was not working—pressure dropped—fixed in very short time and fine since.
 Generally satisfied but we have not managed to have a hot bath in winter—only luke warm water.
 Happy.
 The repair was carried out with no disruption.

2. How satisfied are you with the access arrangements that were made?

(please tick one option)

Very satisfied	Satisfied	No View	Dissatisfied	Very dissatisfied
19	13	1	2	

Comment:

As this was a weekend call out they were out quickly.
 Not enough notice given, only 1 day before the arrival, otherwise everything was Perfect.
 Happy.
 Emergency was here within 1 Hour (evening call out). Very quick.
 Dissatisfied because I got a letter to say someone had been to fit a new radiator and on-one was in but had not been notified of this beforehand.

3. How satisfied are you with the attitude/manner of the contractor who carried out the repair?

(please tick one option)

Very satisfied	Satisfied	No View	Dissatisfied	Very dissatisfied
21	14			

Comment:

4. How satisfied are you with the attitude/manner of Forth's office staff to which you reported the repair?

(please tick one option)

Very satisfied	Satisfied	No View	Dissatisfied	Very dissatisfied
21	11	3		

Comment:

Forth was fine but not Stirling Council.
 Nice lass.
 Reported direct to contractor.
 The repair was reported to the council.