

## **Results of the Maxwell Residents' Survey 2006.**

In the summer of 2006 the Maxwell Residents' Association carried out a survey of the residents in and around the Maxwell Grove/Gardens area. The purpose of the survey was to gauge what issues in terms of housing and our local environment are of concern to local residents and those areas where residents are satisfied.

Surveys were hand delivered to all properties in the area; owner occupied, rented and both members and non-members of the Maxwell Residents' Association. In a small number of instances where access was difficult, the surveys were left in individually addressed envelopes in common closes.

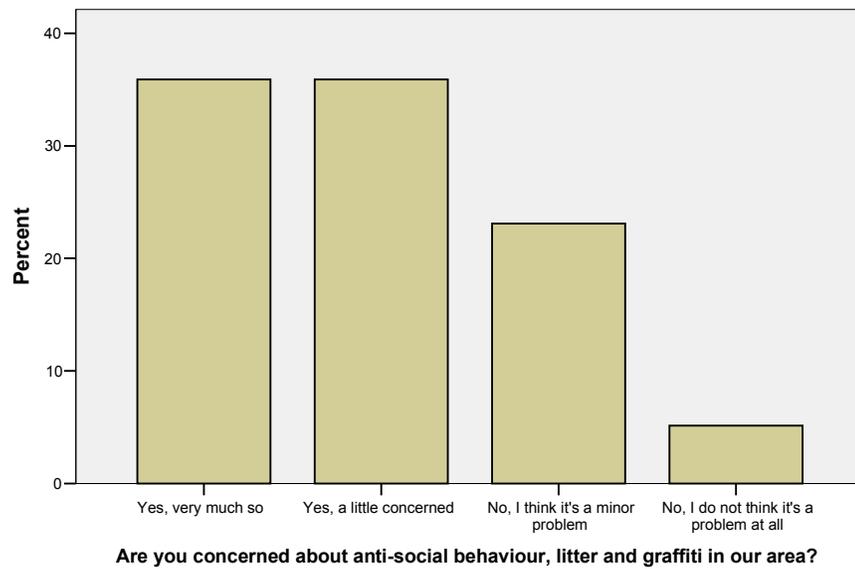
We are very pleased with the level of response with approximately 20% of all residents responding. Approximately 60% of responses were from owner-occupiers and 40% from tenants which reflects the proportion of owner-occupiers to tenants in the area well.

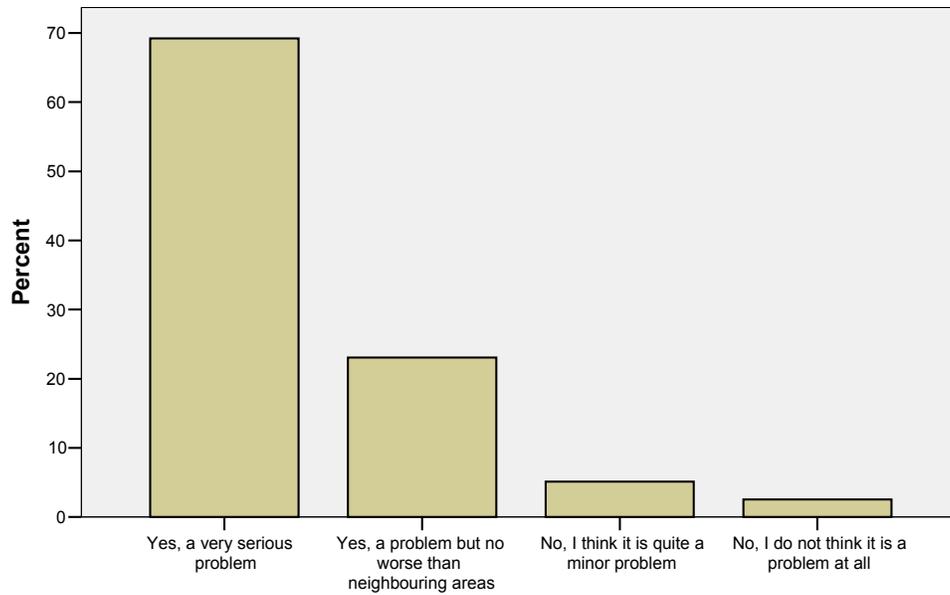
Attached are the detailed results of the survey, but key points arising from the survey are as follows:

- The vast majority of residents think the area is a safe place to live but are concerned about anti-social behaviour, litter, graffiti and particularly traffic levels and speeds.
- There is a high use and dependency of residents on the local bus services, with a high proportion of people stating that they would be almost isolated if these services were downgraded/removed
- Residents feel that they have not been consulted personally on regeneration proposals for the area and overwhelmingly would like to be consulted more.
- Some residents were unclear as to where CCTV cameras are to be installed in Pollokshields although most knew that CCTV was coming to the area.

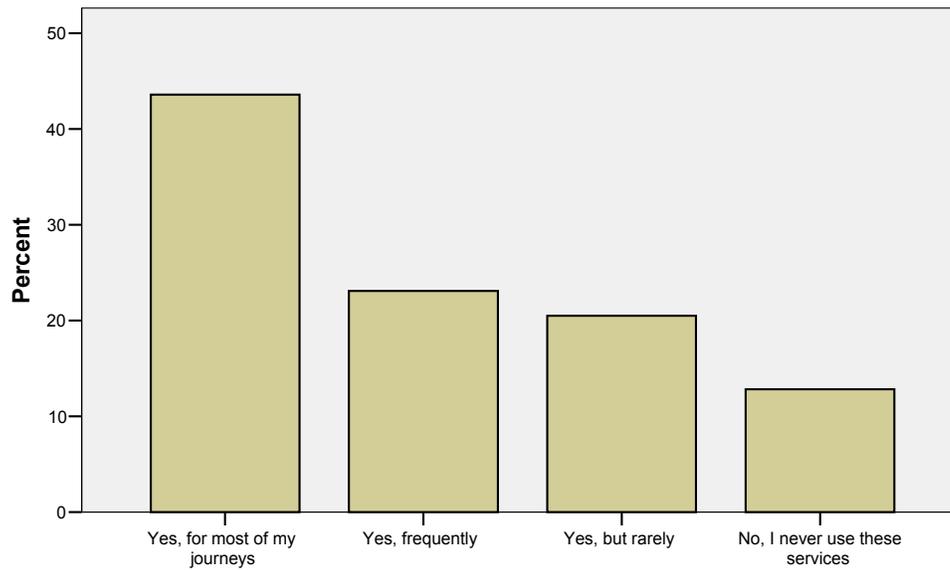
- Only one quarter of respondents felt that they had been adequately consulted and given enough information about the over-cladding project recently carried out in our area. One quarter felt the level of disruption caused by this project was a bit more than what should be expected while one fifth felt the disruption was serious and affected their quality of life. There is still strong support for further energy efficiency improvements in the area.
- Very few people who responded were fully aware of the roles of the GHA, GHA(m), Southside Housing Association and Pollokshields LHO in the running and improvement of housing in our area.
- There is a high level of dissatisfaction from owner-occupiers in the area with the service they receive from their factor GHA(m) in terms of value for money and the way in which complaints and enquiries are dealt with.
- GHA tenants are generally pleased with the internal improvements carried out on their homes recently, felt their was a good choice and, overall, are happy with the service they receive from the GHA/LHO
- Only a small number of tenants have tried to raise a complaint with the GHA/LHO but of those who had, all felt that their complaint had not been dealt with particularly well.

## Breakdown of Responses

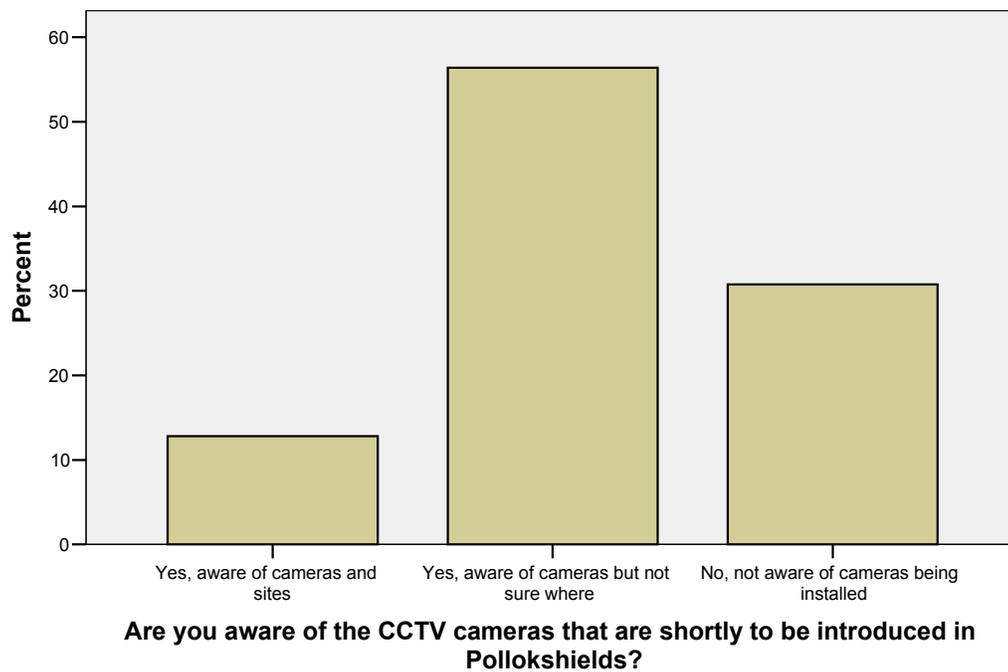
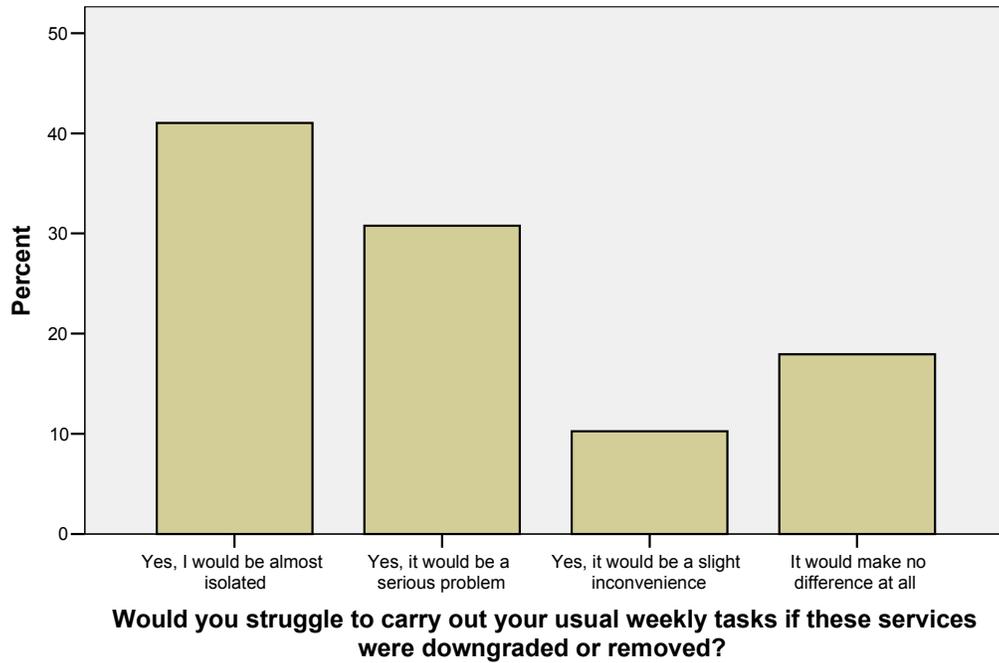


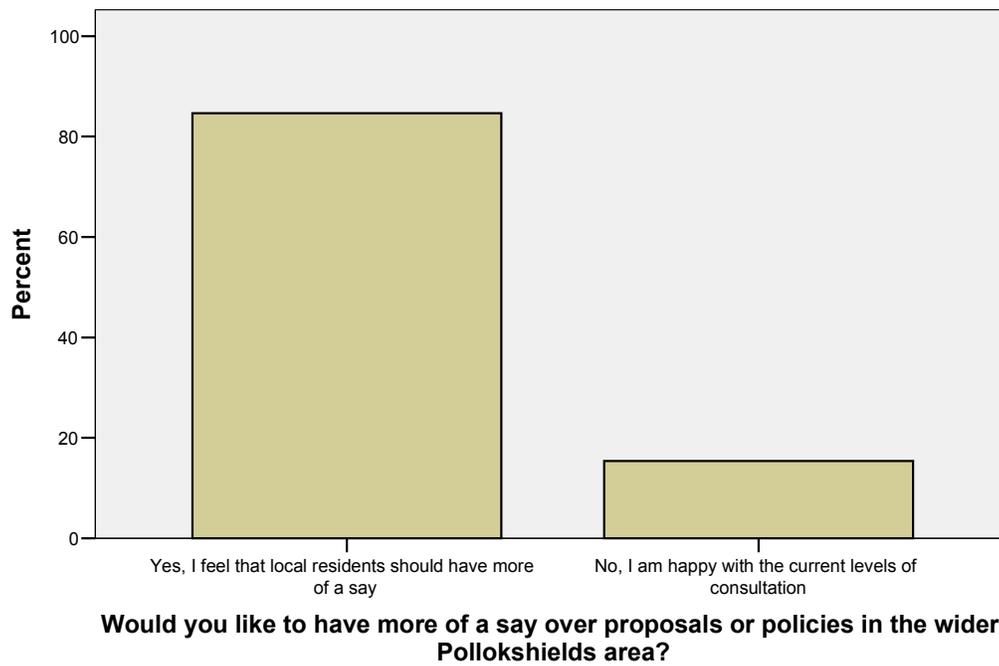
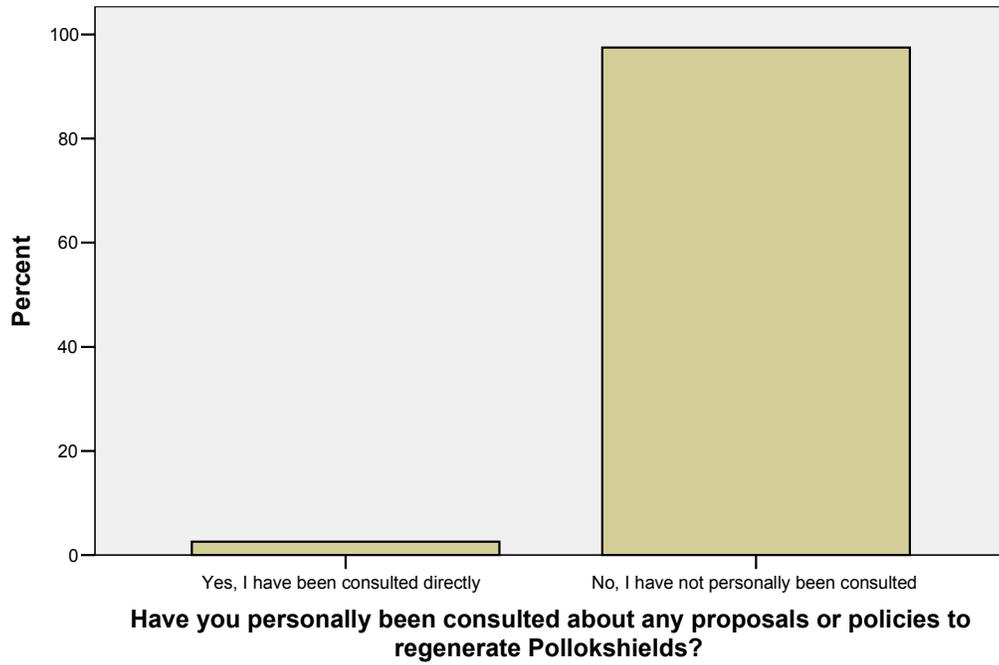


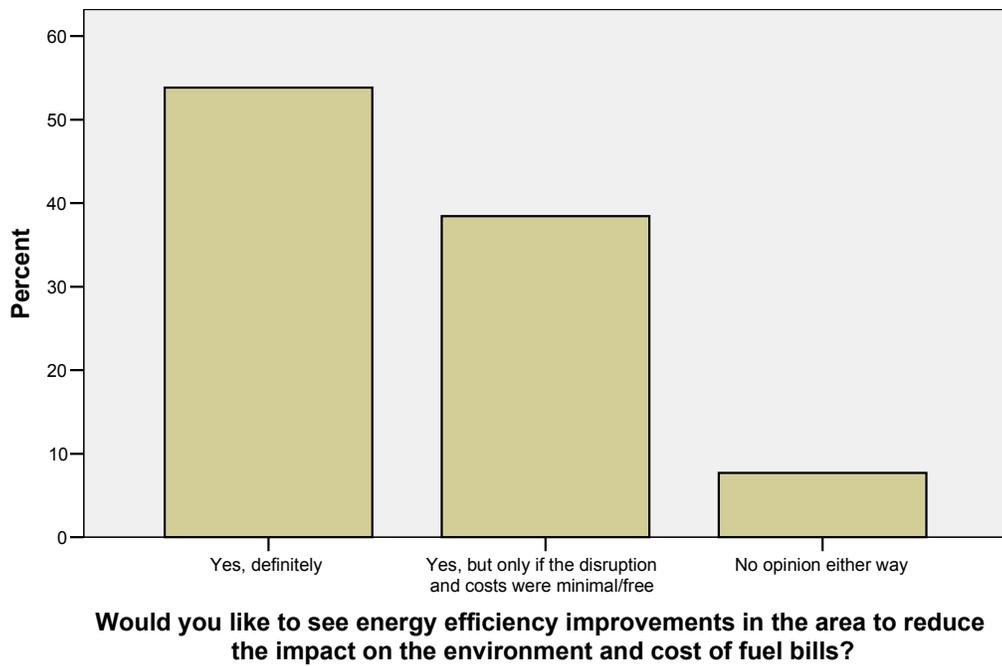
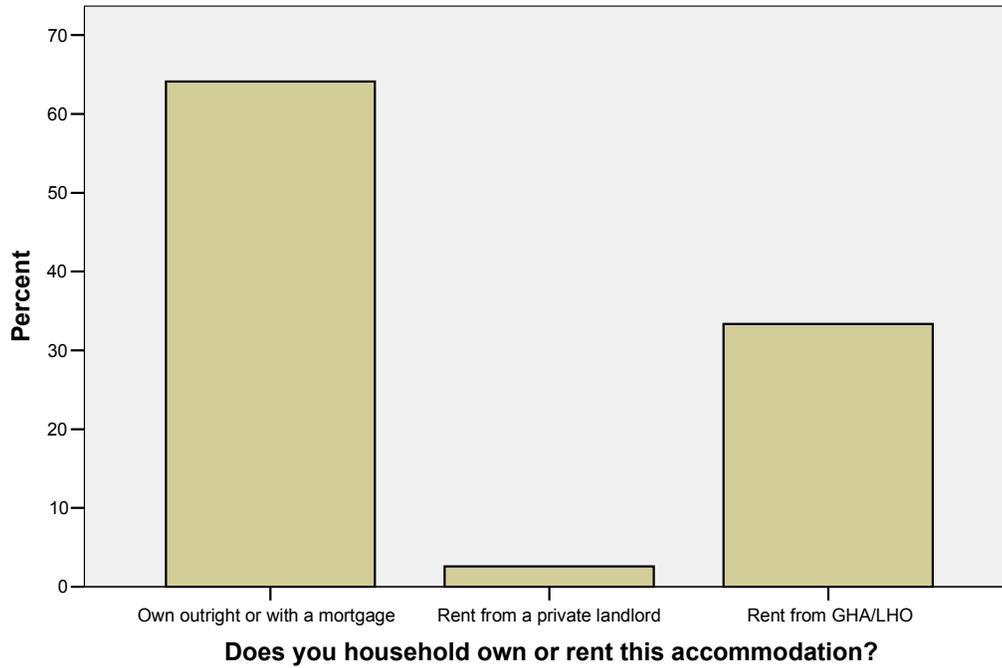
**Would you say that traffic levels and speeds are a problem in Pollokshields?**

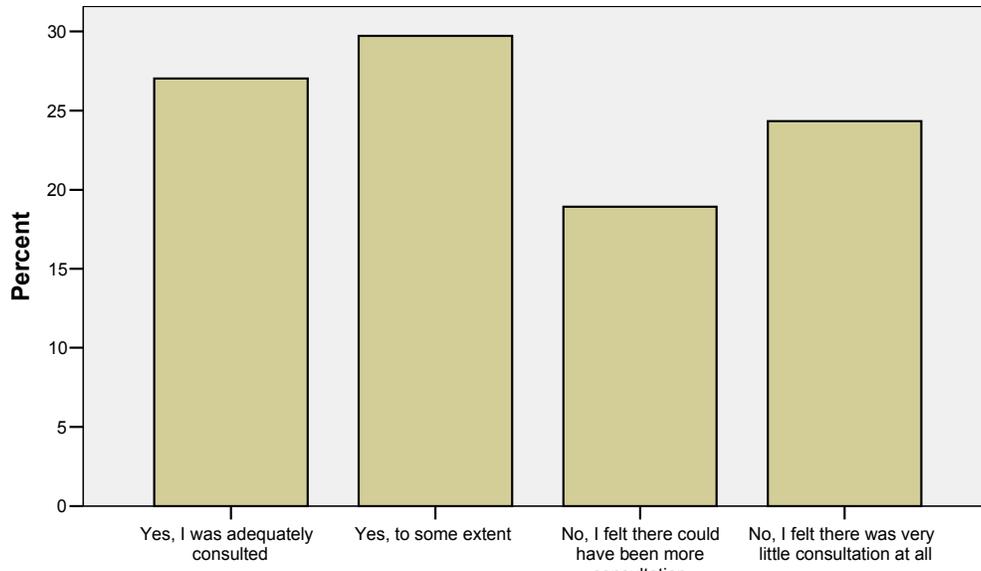


**Do you regularly use the number 121 or 59 bus services operated by first buses?**

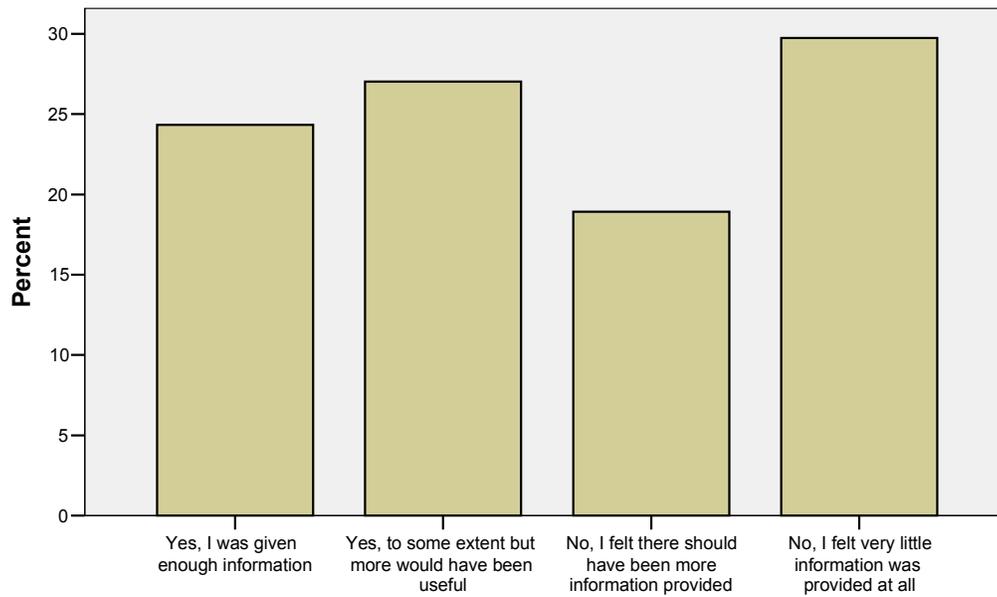




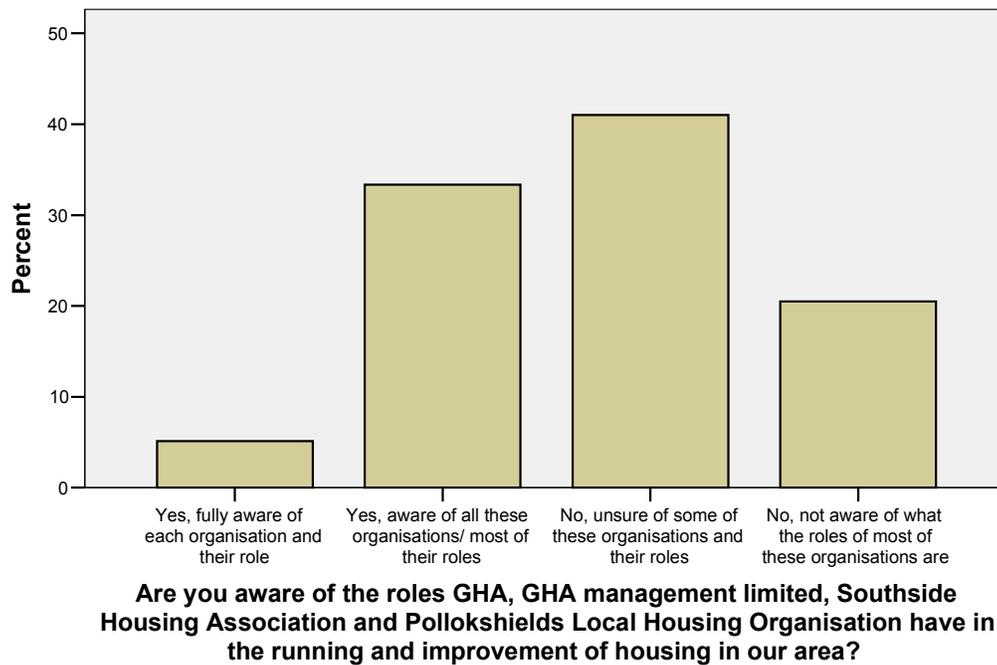
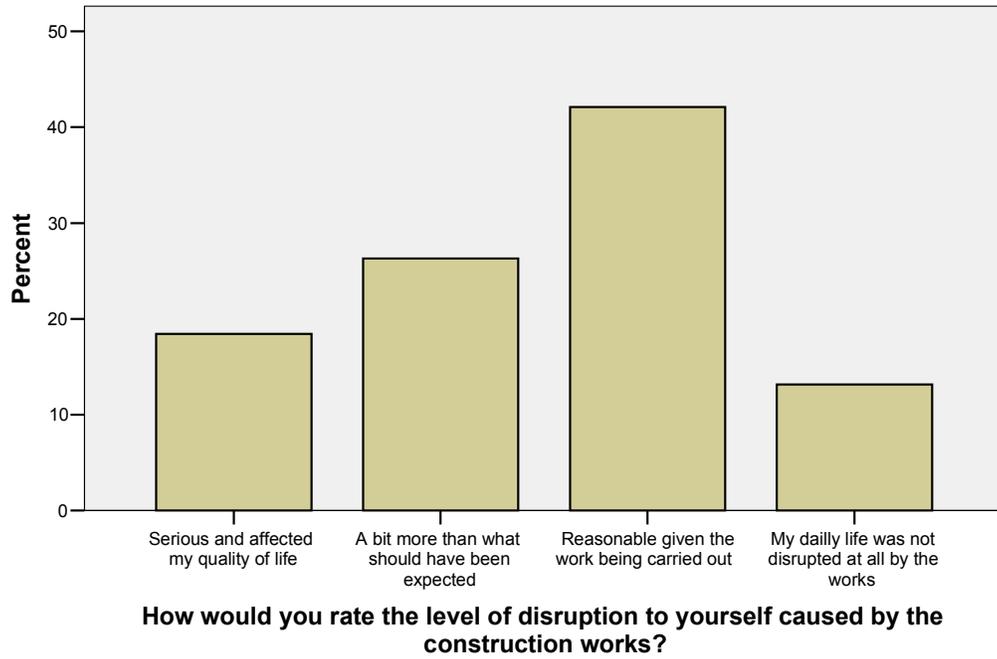


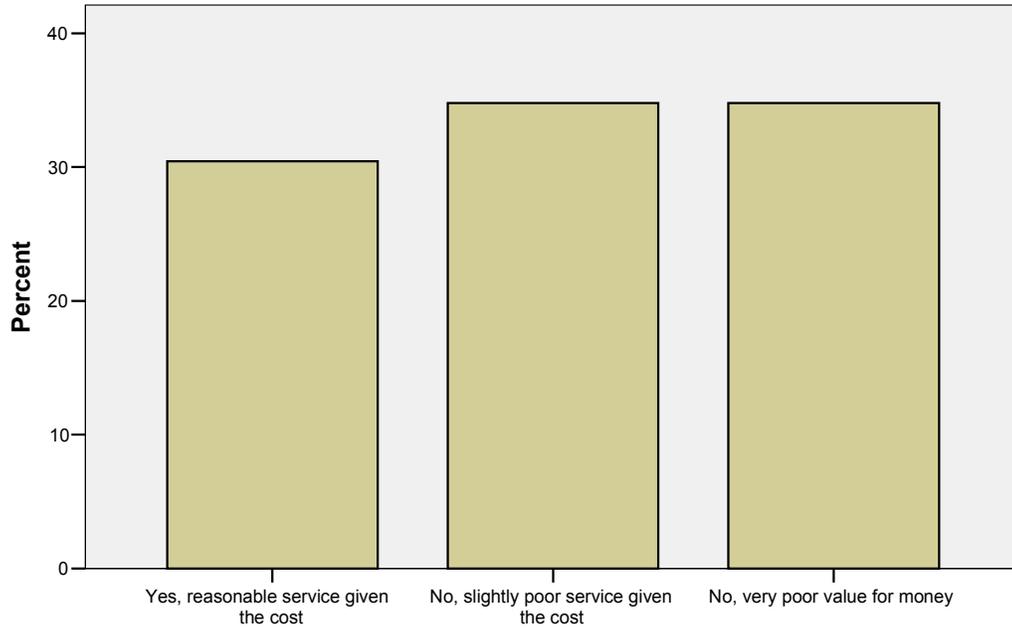


**Would you say you were adequately consulted on what improvements should have been made to our homes?**

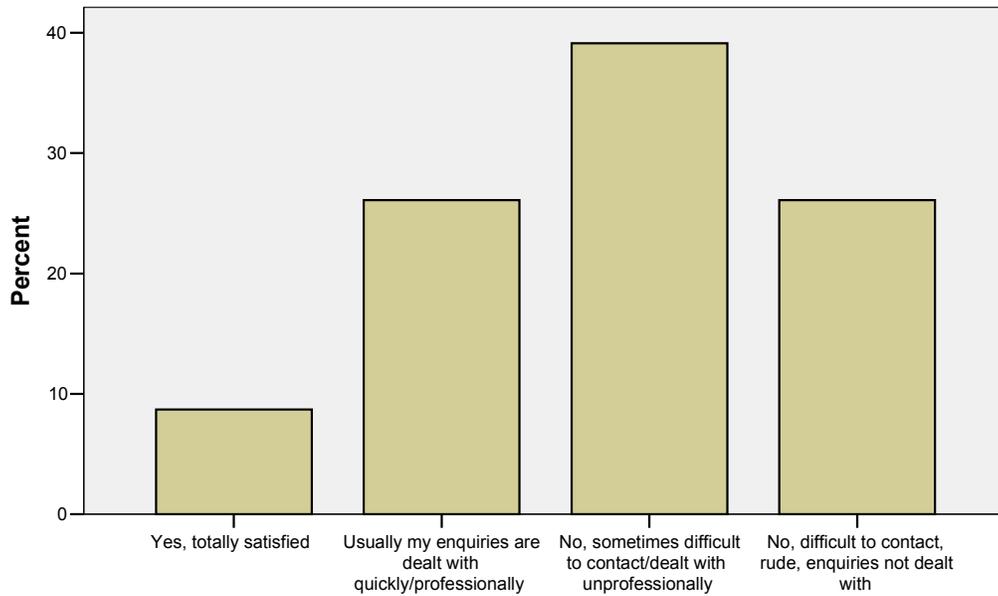


**Do you think you were given enough information on the proposals before the works proceeded?**

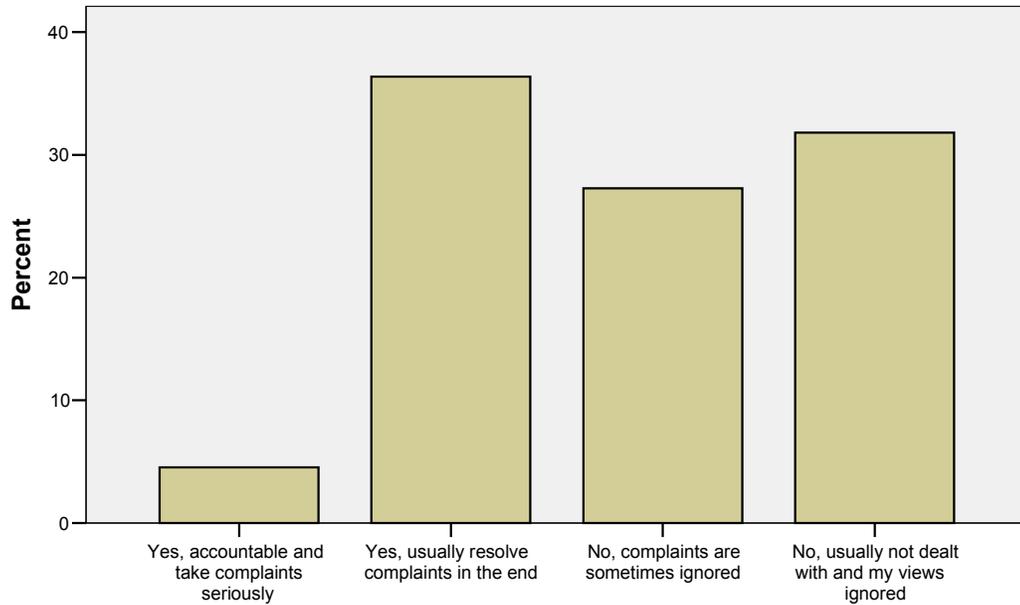




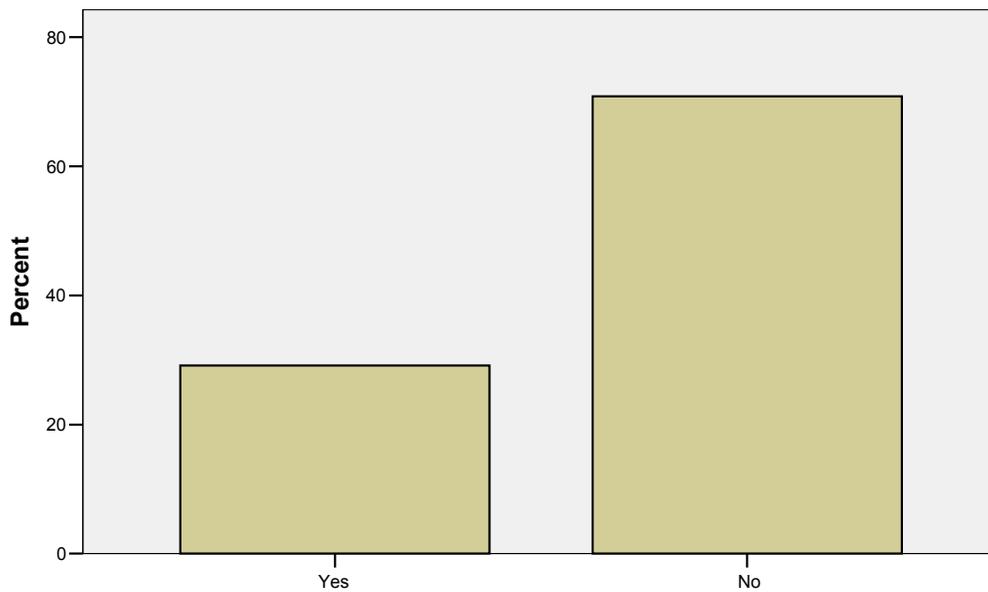
**Do you feel that GHA(m) offer good value for money as a factor?**



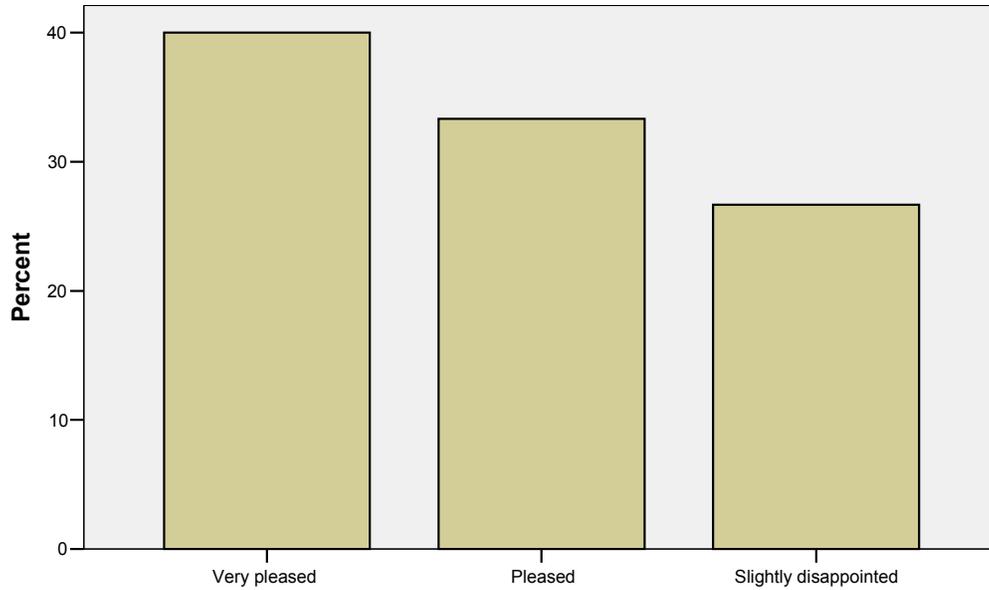
**Do you feel GHA(m) are easily contacted and deal with enquiries in a professional and polite way?**



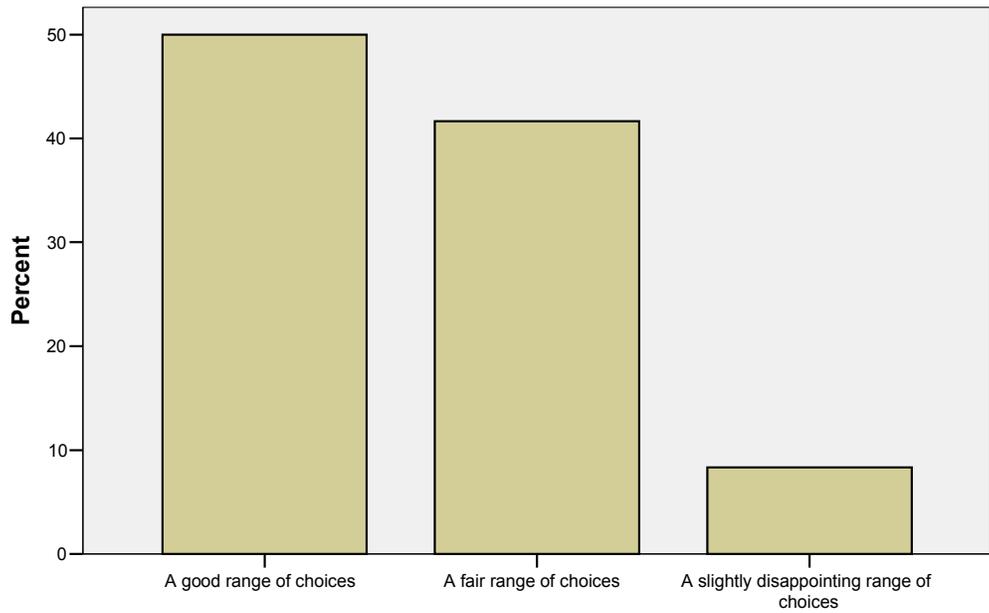
**Do you feel that the GHA(m) have a transparent complaints system and are accountable to their customers?**



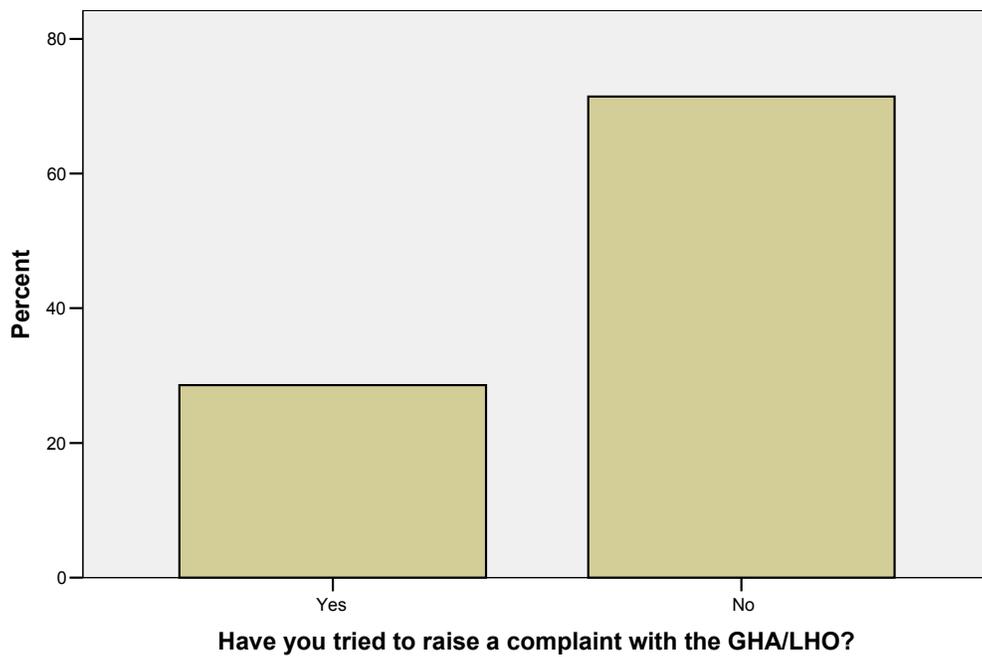
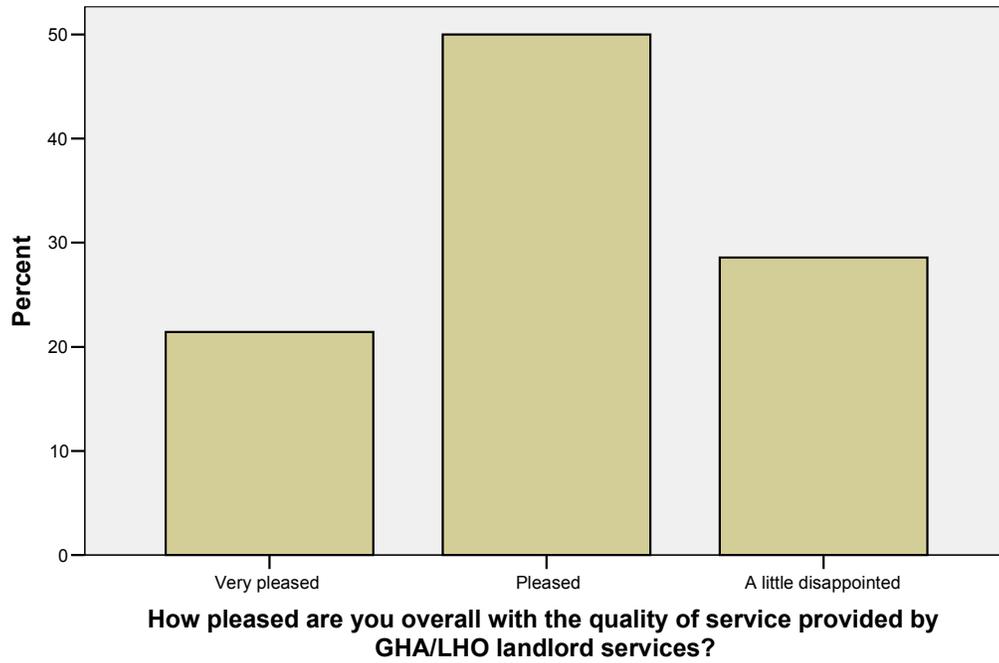
**Were you ever invited to be a member of the Pollkoshields Housing Organisation's owner occupier forum?**

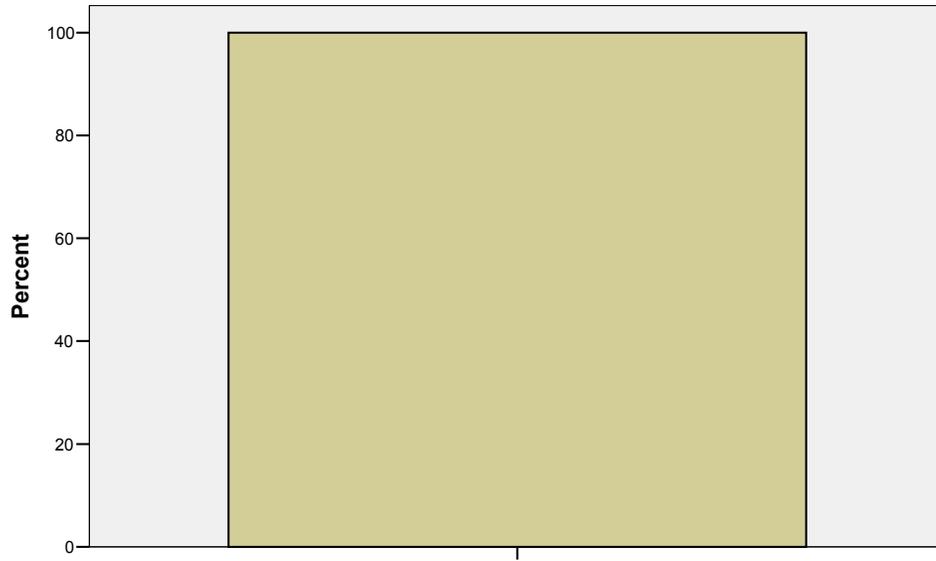


**If your home has recently had internal improvements carried out by the GHA/LHO, how happy are you with the overall quality of the refurbishments?**



**And also, how much choice were you given over any refurbishment plans?**





**Do you feel this complaint(s) was adequately and professionally dealt with?**