

## Service Delivery Survey Report Interim Findings

235 replies by 30 July:

- 198 SMS surveys
- 6 paper surveys
- 26 email surveys
- 5 through website/Facebook

Q1 How good do you feel the level of service from Melville staff (not contractors like Novus or Saltire) has been while Melville's office has been closed?

Good/very good	80%
Neither good nor poor	12%
Poor/very poor	4%
Not sure	3%

Q4 How do you think the office closure and remote working has affected how much you've used Melville's services?

Used more	8%
About the same	64%
Used less	21%
Not sure	7%

Q5 Thinking about how you would like to access our services in the future, please rank the following options by preference (where 1 is your preferred option and 4 your least).

	Rank	Preferred option	Least preferred
Online (email, website, mobile app etc)	1	55%	9%
By phone	2	38%	8%
Appointments in your own home	3	7%	27%
At our office	4	11%	54%

Q6 Once the Melville office is allowed to reopen, do you think you'll be more or less likely to use it than before lockdown? (sliding scale of 1-100)

Average score of 43, meaning after lockdown majority are slightly less likely to use office than before.

Q7 What sort of opening hours would you like to see when the office is allowed to reopen? (all services will continue to be available 5 days a week online or by phone)

	Rank	Preferred option	Least preferred
Office open full time	1	57%	15%
Open part time	2	28%	2%
Open by appointment only	3	23%	6%
Office remain closed	4	7%	76%

Q8 How satisfied or dissatisfied are you with the overall service provided by Melville Housing Association?

Satisfied/very satisfied	80%
Neither satisfied nor dissatisfied	14%
Dissatisfied/very dissatisfied	5%
Not sure	1%

Q9 How satisfied or dissatisfied are you with the way Melville manages the neighbourhood in which you live?

Satisfied/very satisfied	64%
Neither satisfied nor dissatisfied	21%
Dissatisfied/very dissatisfied	13%
Not sure	3%

Q10 Taking account of your home and the service you receive, do you think your rent represents good value for money?

Good/very good	69%
Neither good nor poor	22%
Poor/very poor	8%
Not sure	2%

## Comments

Vast majority of comments about staff performance and service delivery during lockdown were very positive. There were several that specifically addressed the issue of the office and reopening:

*Think reducing the need for an office would free valuable reserves to hire better contractors who are possibly not the cheapest quote but will provide better quality services*

*Think the office should be open as I have found it hard to speak with some*

*I don't think working from home is good when u phone u can here a lot of TV noise in the back ground or kids shouting in the back ground*

*For many people it is always good to speak to someone in person*

*I've not been a Melville client for long and the office was already shut when I became one. The service has been more than acceptable without an office and probably made things better for me as all official stuff was done "live" at the house when I was moving in. No faff. Very pleased*

*I have never been aware the office was closed*

*More information on current plans to reopen in Dalkeith*

*Open for a short time a few times a week keeping safety procedures in place*

*Would rather have been able to visit re rent query*