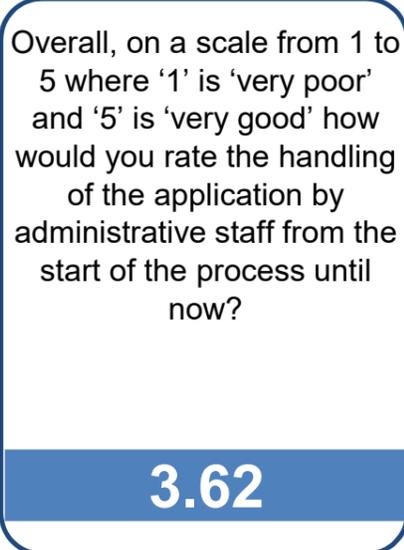
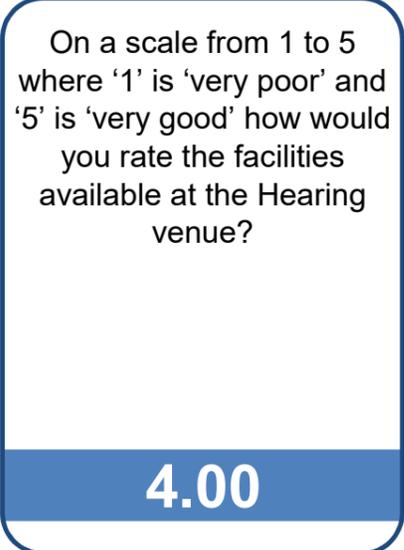
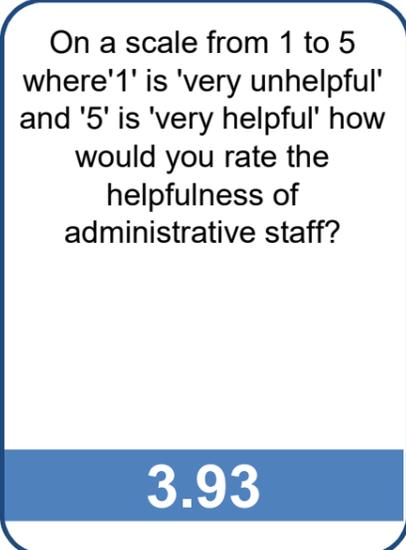
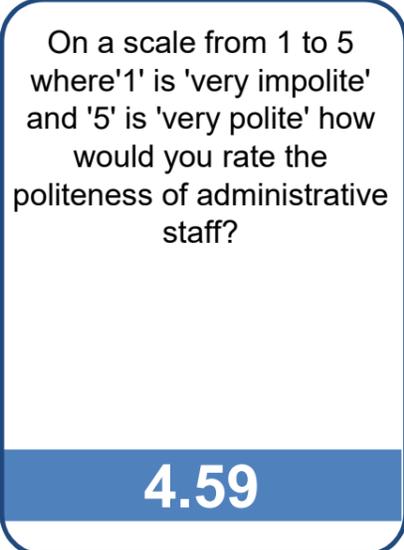
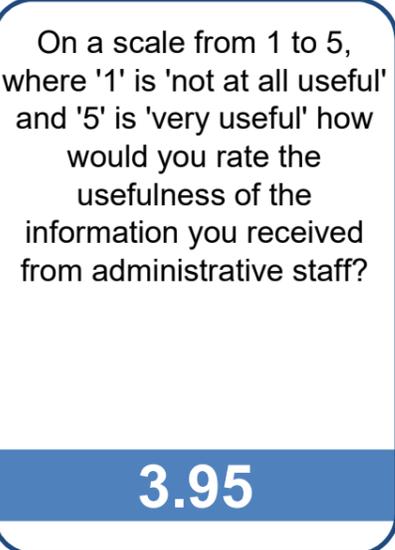


# First-tier Tribunal for Scotland (Housing and Property Chamber)

## User Survey Results 2018/19



The First-tier Tribunal for Scotland (Housing and Property Chamber) actively seeks to improve the service it provides to users. The Chamber seeks the views of tribunal applicants, respondents and their representatives across all jurisdictions by inviting them to complete a User Survey after their applications have been processed. The aim of this survey is to obtain measurable and constructive feedback from tribunal users in relation to the administrative process. During the reporting year from 1st April 2018 to 31st March 2019, the Housing and Property Chamber received 98 responses to the User Survey across the Repairing Standard, Right of Entry, Property Factor and Private Rented Sector jurisdictions. The results of each of the questions in the survey are detailed in the tables below.



### Information and Assistance

- 65 survey respondents were provided with information about the application process by the administrative staff.
- 61 survey respondents were in contact with administrative staff either by phone or in person.
- 71 survey respondents felt the administrative staff kept them sufficiently informed about the progress of their application.
- 84 survey respondents attended the Hearing/Case Management Discussion on the application.
- 5/6 survey respondents said the inspection process was adequately explained by administrative staff before the inspection (*Repairing Standard cases only*).
- 6/6 survey respondents said they were advised who would attend the inspection (*Repairing Standard cases only*).
- 2/2 survey respondents said the property access process was adequately explained by administrative staff before the scheduled access date (*Right of Entry cases only*).