

SERVICE FEEDBACK

Satisfaction Rating - Officer	98%
Satisfaction Rating – Missing Shares Service	93%

External Feedback Results (Anonymised)**Is there anything the service could have done to assist you or is there any further feedback you would like to provide?**

This service must be continued. The support was extremely valuable when I felt powerless to resolve my housing issues due to other landlords.

The Officer was very professional, helpful and dealt with everything we asked

The officer was great. The issue lies with the Council having a minimum value on the work they are willing to look at. This means that small jobs are not getting done, these small jobs will become big jobs and so the service does nothing to help, unless you happen to be unfortunate enough to have a block where you need massive repairs already. This needs to be looked at urgently to allow this service to function properly.

Good service and I hope it keep running.

The people that do not make good on their liabilities to make good on property repairs cause those that are good citizens' extra expense. It would be good to see the nuisances being held to account and made responsible for the costs that they incur. Age, state of mind and frailty should be taken into account, but not used as an excuse.

Nope. Just that the Officer was fantastic.

Excellent Service and support. Reassuring to know 'Missing Shares' is there if needed. Really helps in encouraging owners to participate in common repairs

This is an excellent service provided by the council and we were very appreciative that there was information online and indeed with the officer to be able to make sure we were aware of all our options going forward. The Officer was professional, approachable and very prompt in communication. They sent all the information we required, and we feel comfortable in being able to communicate freely with them with any future queries. They are an excellent ambassador for the service.

Just more resource - more people to handle calls and to chase and understand what's happening

I just hope this service continues, it is the only way people like myself can get repairs done, when others involved don't want to pay and without this service people like myself would be homeless.

This is a great service; their assistance was crucial in securing all the funding my block required for maintenance.

No everything that could be done was done. The Officer was very helpful and informative

Everything possible was done.

It was really helpful for a letter to go to co-owners outlining their shared responsibilities once the title deeds had been consulted. This was the main reason we didn't need to use the Missing Shares service in the event.

Internal Feedback Results from Other Perth & Kinross Council Services

Name/Service	Is there anything the service could have done to assist you or is there any further feedback you would like to provide?
Environmental Health	This is a valuable service for internal colleagues, providing up to date information and knowledge we can take forward in our own roles as well as being able to direct queries, that are more relevant, on to the missing shares scheme. Having a dedicated officer for this role has meant that customers get a personalised service and point of contact for what is often a stressful and anxious experience of communal repairs and housing matters that can be very daunting to approach. Having this level of service ultimately makes for an easier, manageable experience and best outcome for all.
Building Standards	Where Building Standards have taken enforcement action against owners, it has been a real benefit to be able to direct owners someone who can provide them with guidance on how to organise themselves, get repairs done, and access funds if required. We are now seeing repairs being completed where previously the work would have fallen to the Council as a statutory duty, and the costs having to be recovered.
Perth & Kinross Heritage Trust	The service is a fantastic resource to support owners who wish to repair their buildings. Additional value has been added by working cooperatively with Perth and Kinross Heritage Trust on projects where there may be grant assistance available through the Perth City Heritage Fund and, conversely, where potential grant assisted projects need Missing Shares support. Case studies can be provided if required.
Vacant Properties	The Missing Shares Service works in partnership with many other departments of the Council (Building Standards, Vacant Property etc), supporting owners to undertake repairs and therefore in many cases avoiding these properties becoming in a greater level of disrepair and requiring a greater level of intervention from the Council. It would be a significant loss to the service provision of PKC if the Missing Shares Service was not continued. Across the region and particularly in our city and town centres, we have a lot of aging tenemental housing stock which requires ongoing communal repairs to be organised by owners. Increasing the quality and availability of city and town centre housing is key to the future vibrancy and economic viability of our city and town centres; the Missing Shares Service plays a key role in delivering this aim