

Provanhall Housing Association

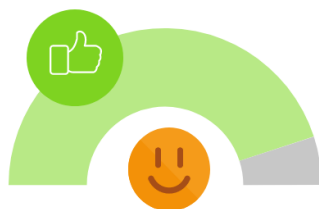
# Tenant Satisfaction Survey 2022

## What did we do?

**250** We spoke to 250 Provanhall Housing Association tenants to find out how satisfied they were with the Association and the services they provide. This is done to report back to the Scottish Housing Regulator and allows the Association to improve their services for customers.

**INTERVIEWS**

## What did you tell us?



**90%** ◆ -4%

satisfied overall with service provided by Provanhall Housing Association



**99%** ◆ +1%

rated the Association as good at keeping you informed



**99%** ◆ +2%

satisfied with the opportunities to participate



**93%** ◆ -2%

satisfied with repairs and maintenance



**82%** ▼ -7%

satisfied with the quality of your home



**90%** ◆ +2%

rated rent as good value for money



**93%** ▼ -5%

satisfied with management of the neighbourhood



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All data is confidential and anonymous. It is held in accordance with the General Data Protection Regulations.

NB Arrows show the change in overall satisfaction compared to the 2019 tenant satisfaction survey