

Tenant Satisfaction Survey 2019

What did we do?

250

INTERVIEWS

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.

What did you tell us?



94%

◆ -2%

satisfied overall with service provided by Provanhall Housing Association



98%

◆ -2%

rated the Association as good at keeping you informed



97%

◆ -3%

satisfied with the opportunities to participate



95%

◆ -2%

satisfied with repairs and maintenance



89%

▼ -8%

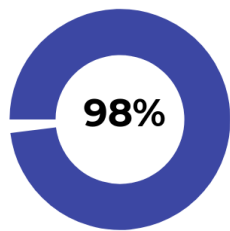
satisfied with the quality of your home



88%

◆ -3%

rated rent as good value for money



98%

◆ -1%

satisfied with management of the neighbourhood



Research Resource is an independent research agency. All our work is carried out in line with the Market Research Society Code of Conduct.

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