

HILLHEAD HOUSING ASSOCIATION TENANT SATISFACTION SURVEY RESULTS 2019

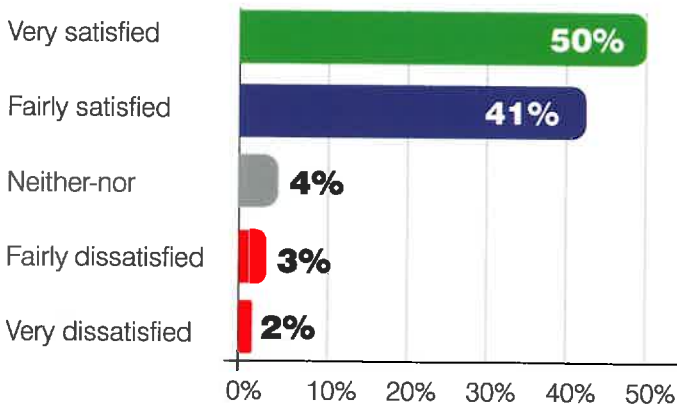


Hillhead Housing Association invited Knowledge Partnership, an independent market research company, to carry out a tenant satisfaction survey to establish how tenants feel about our services and where we might be able to do better. A total of 550 tenants from all housing areas were interviewed in their home, and as the survey analysis is now complete, Knowledge Partnership has prepared the following results summary. If you would like to find out more about the survey, please contact Knowledge Partnership on 0800 169 8376.

Overall Satisfaction

Taking everything into account, 91% of tenants are satisfied with the service provided by Hillhead Housing. This is a very good result and compares well with other social housing landlords that we have surveyed.

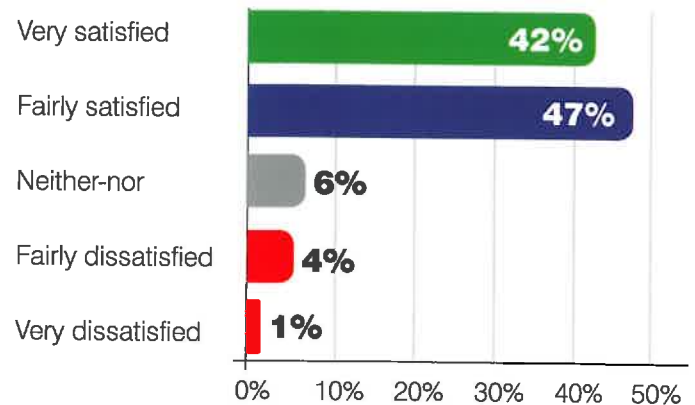
Overall Satisfaction with Services



Your Neighbourhood

The majority of tenants (89%) are satisfied with the way in which Hillhead Housing manages their neighbourhood. This is a positive finding that compares well with the results for other landlords.

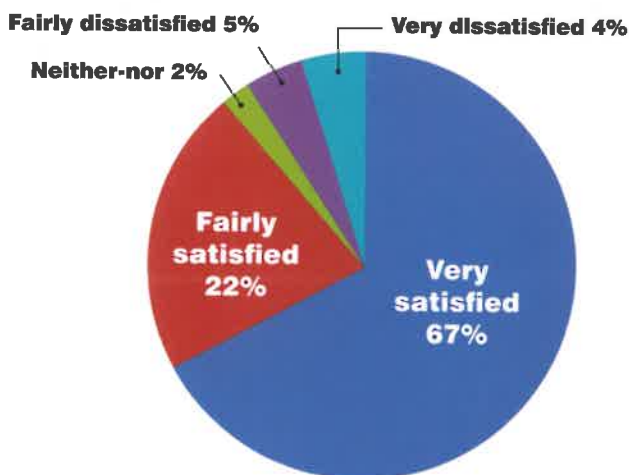
Neighbourhood Management



The Repairs Service

Most studies indicate that 'effective repairs' are tenants' number one priority when it comes to rating landlord services. In the case of the Association's housing repairs, tenants say that they are largely satisfied (89%) with this key service.

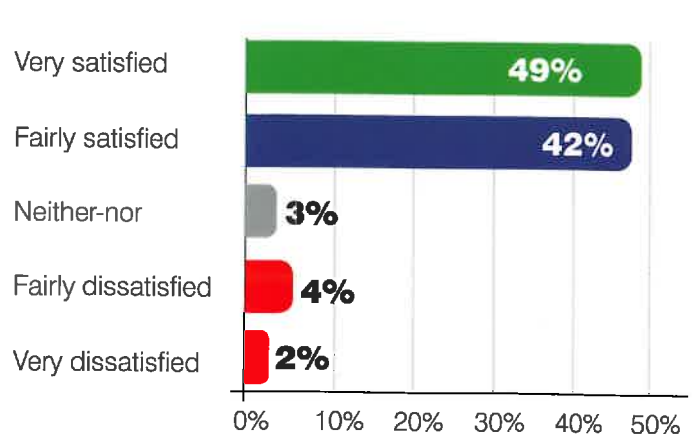
The Repairs Service



Housing Quality

On balance, 91% of tenants are satisfied with the quality of their home. This is a good result overall, although analysis indicates that tenants who are 16-34 or have children at home tend to be less satisfied than the majority.

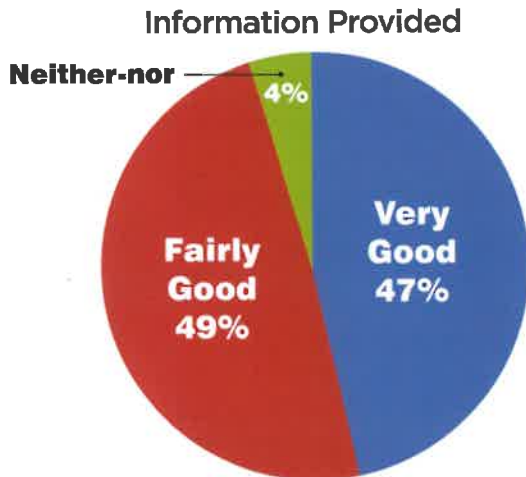
Quality of Housing



As well as asking tenants about their home and services such as repairs, the survey also explored how effectively you feel that Hillhead Housing keeps you informed and involved as a tenant. In addition, as rent payers, the Association needs to know whether the services they provide you with are value for money. We present the results for these three aspects of the survey below.

Information on Services and Decisions

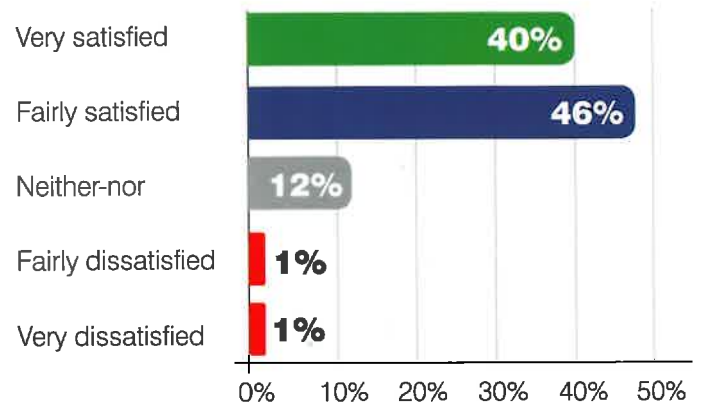
Our tenant survey has revealed that 96% agree that the information provided by the Association in is either very or fairly good. This is a positive result and is ahead of the performance of other landlords we have surveyed, where the average is 93%.



Tenant Opportunities to Participate in Decisions

On balance, 86% of tenants are satisfied with the opportunities they have for participating in the housing decisions of the Association. This is a good result and matches the Scottish Housing Association average.

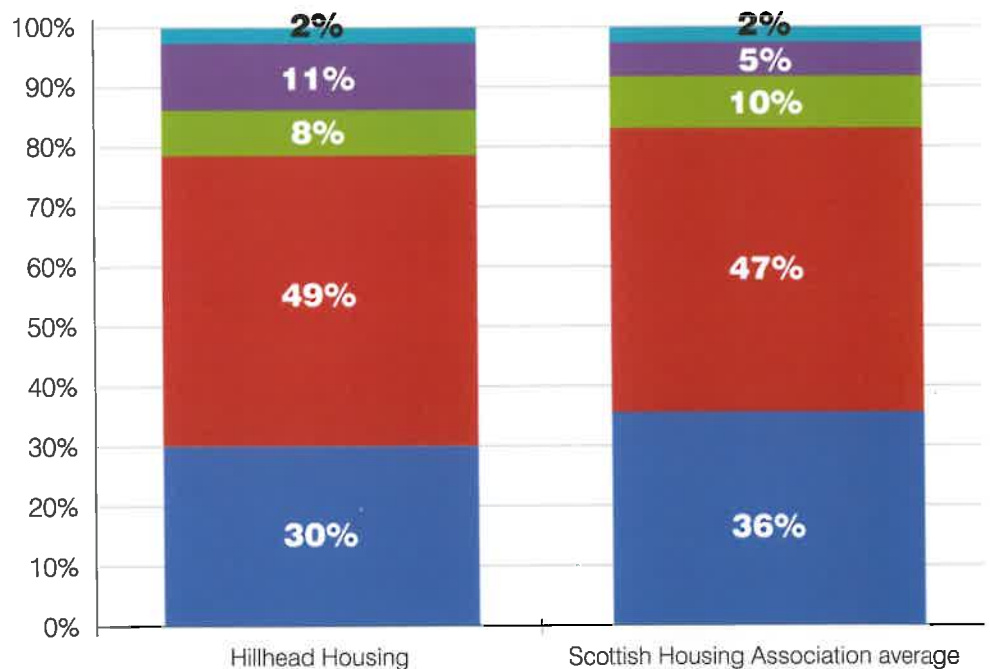
Tenant Participation



Is Rent Paid Value for Money?

Tenants clearly need to feel that the rent they pay to the Association represents value for money for the housing and related services they receive. Across all tenants surveyed, 79% said that rent was value for money which compares to the Scottish Housing Association average of 83%.

% Tenants Saying Association Rent Very or Fairly Good Value for Money



NEXT STEPS

Hillhead Housing's Team is currently reviewing our survey report. They will use the information it contains to assess their performance overall including identifying areas for improvement across key services such as repairs, and housing quality.

We would like to take this opportunity to thank all of the tenants that agreed to take part in this survey. The information you have provided is extremely valuable to the Association in assessing its performance.

Alan Kennedy
Knowledge Partnership