

BARRHEAD HOUSING ASSOCIATION

2019 Tenant Satisfaction Survey Results

What did we do?

We spoke to 376 Barrhead 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.

376

interviews

What did you tell us?

93%

▲ -3%



satisfied with participation opportunities

94%

▼ -5%



satisfied with being kept informed

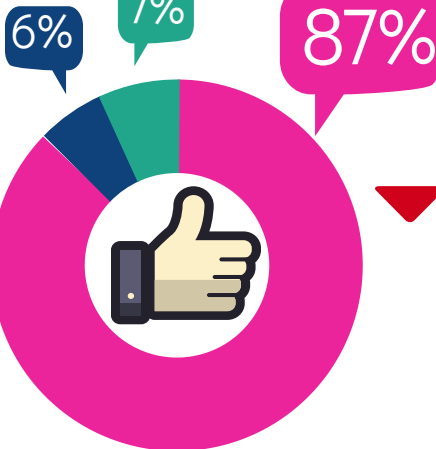
84%

▲ +2%



satisfied with the repairs service

Satisfaction with overall service



▼ -7%

■ % satisfied ■ % neither/ nor
■ % dissatisfied

79%

▼ -13%



satisfied with the quality of the home

88%

▲ -3%



satisfied with BHA's contribution to the management of neighbourhood

79%

▼ -15%



said rent was good value for money

Arrows show % change since the 2016 Tenant Satisfaction Survey with significant increases shown in green and decreases shown in red