

Yoker Housing Association Tenant Satisfaction Survey Results 2021



258

INTERVIEWS



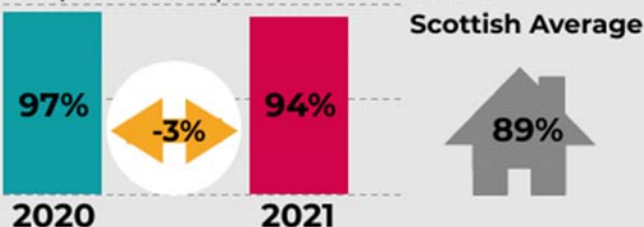
Background to the survey

We spoke to 258 Yoker Housing Association tenants to assess satisfaction with the Association and the services they provide. This is done to report back to the Scottish Housing Regulator and allows the Association to monitor and improve their services for customers. This newsletter presents an overview of the key findings from the 2021 survey and compares these to the results from the Association's 2020 tenant survey and also the Scottish Average for all social landlords for the year 2019/2020.

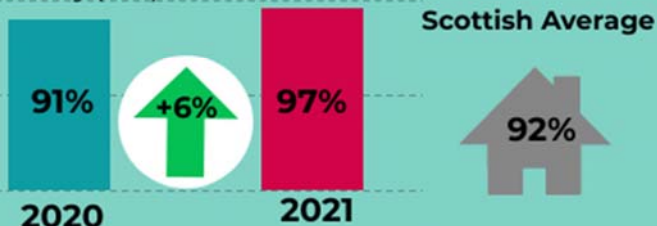
Taking everything into account, how satisfied are you with the overall service provided by Yoker HA?



94% of you told us that you were either very or fairly satisfied with the **overall service provided by your landlord**, this is compared to 97% in 2020.



97% of you said that the Association was either very or fairly good at **keeping you informed about their services and decisions** which is higher than the 2020 survey (91%).



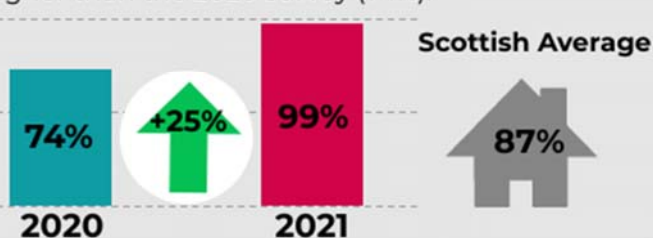
How good or poor do you feel Yoker HA is at keeping you informed about their services and decisions?



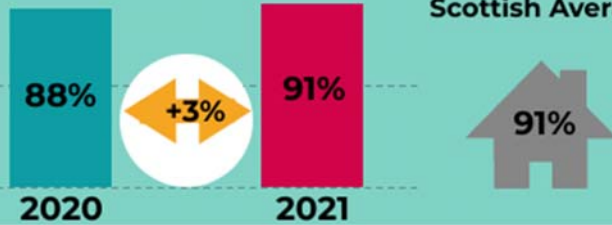
How satisfied or dissatisfied are you with the opportunities given to you to participate in the Association's decision making processes?



99% of you said you were satisfied with **participation opportunities** which is significantly higher than the 2020 survey (74%).



91% of you were satisfied with the **repairs service** provided by Yoker HA on the last occasion, which is not significantly different from the 2020 result (88%).



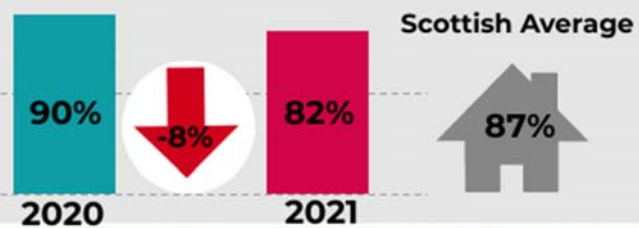
Thinking about the **LAST** time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Yoker HA?



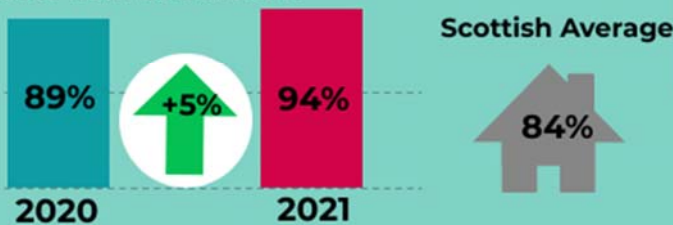
Overall, how satisfied or dissatisfied are you with the quality of your home?



More than 8 in 10 of you (82%) said you were very or fairly satisfied with the **quality of your home**, which is less than was reported in 2020 (90%).



More than 9 in 10 of you (94%) said you felt the rent for your home was good **value for money**. This is an increase from 89% in 2020.



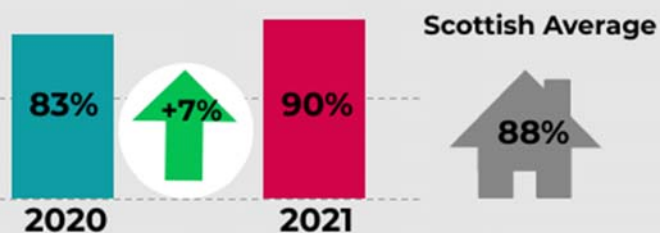
Taking into account the accommodation and services Yoker HA provides, to what extent do you think the rent for this property represents good or poor value for money?



Overall, how satisfied or dissatisfied are you with the Association's contribution to the management of the neighbourhood you live in?



90% of you were satisfied with the Association's contribution to the **management of the neighbourhood** you live in, which is an increase from the 2020 result (83%).



Thank you for taking part in the survey. If you have any questions regarding the tenant satisfaction survey please contact **Research Resource** on **0141 641 6410**