

PAISLEY HOUSING ASSOCIATION

2019 Tenant Satisfaction Survey Results

290

interviews

What did we do?

We spoke to 290 Paisley 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?

99% ▲ +8%



satisfied with participation opportunities

100% ▲ +3%



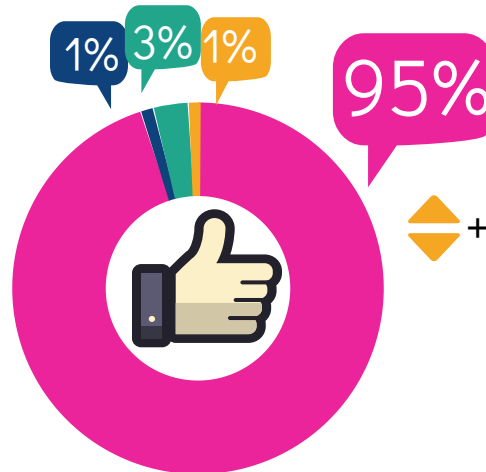
satisfied with being kept informed

93% ▼ -1%



satisfied with the repairs service

Satisfaction with overall service



95% ▲ +2%

93% ▼ -2%



satisfied with the quality of the home

96% ▲ +1



satisfied with PHA's contribution to the management of neighbourhood

84% ▼ -6%



said rent was good value for money

■ % satisfied ■ % neither/ nor
■ % dissatisfied ■ % don't know

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