

Tuath Housing Resident Satisfaction Survey

Q1 2022



About the Survey

In March 2022 many of you took part in an important survey.

The survey focused on how happy you are with the way Tuath Housing delivers key services and maintains your homes. The survey was anonymous and carried out by an independent market research company - Acuity Research & Practice.

The survey was carried out by telephone, with residents being called and invited to take part in the survey.

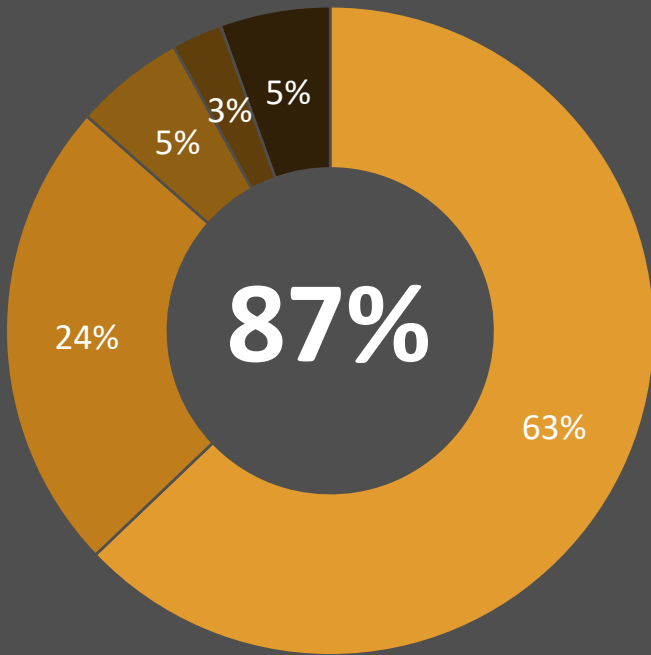
This report contains key results from the survey in respect of residents' opinions about their homes and the services received.

A total of
235
residents took
part out of a
possible 7,700.

Overall Services



Almost nine out of ten residents are satisfied with the overall services provided by Tuath Housing (87%).



■ Very satisfied ■ Fairly satisfied ■ Neither ■ Fairly dissatisfied ■ Very dissatisfied



The Home



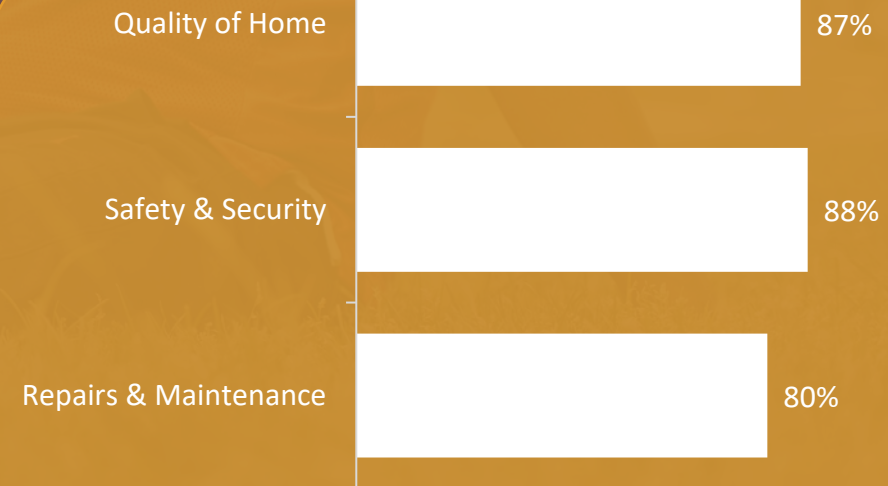
Seven out of eight residents are satisfied with the quality of their home **(87%)**.



Almost nine out of ten residents **(88%)** feel safe and secure in the home that Tuath Housing provides.



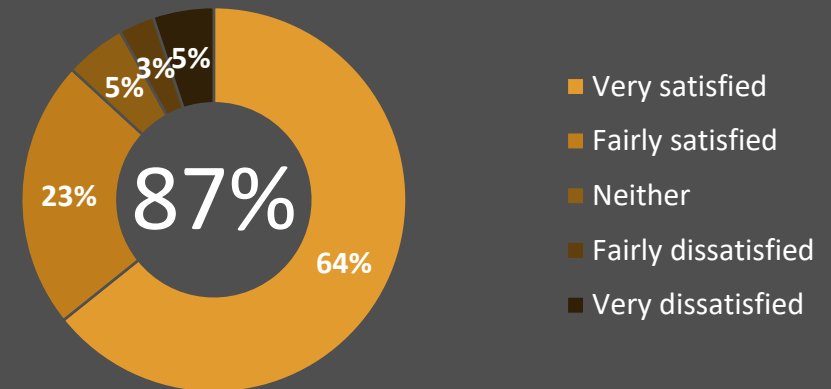
Four-fifths **(80%)** of residents are satisfied with how Tuath Housing deals with repairs and maintenance.



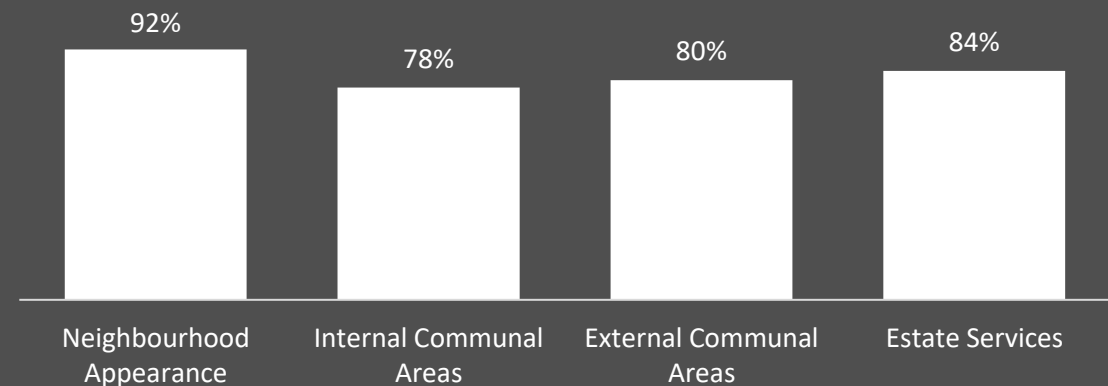


Neighbourhood

87% of residents are satisfied with their neighbourhood as a place to live.



Residents are most satisfied with the appearance of their neighbourhood (**92%**) and least satisfied with the cleaning of internal communal areas (78%).



Communications & Engagement



Over four-fifths of residents find Tuath Housing easy to deal with (82%).



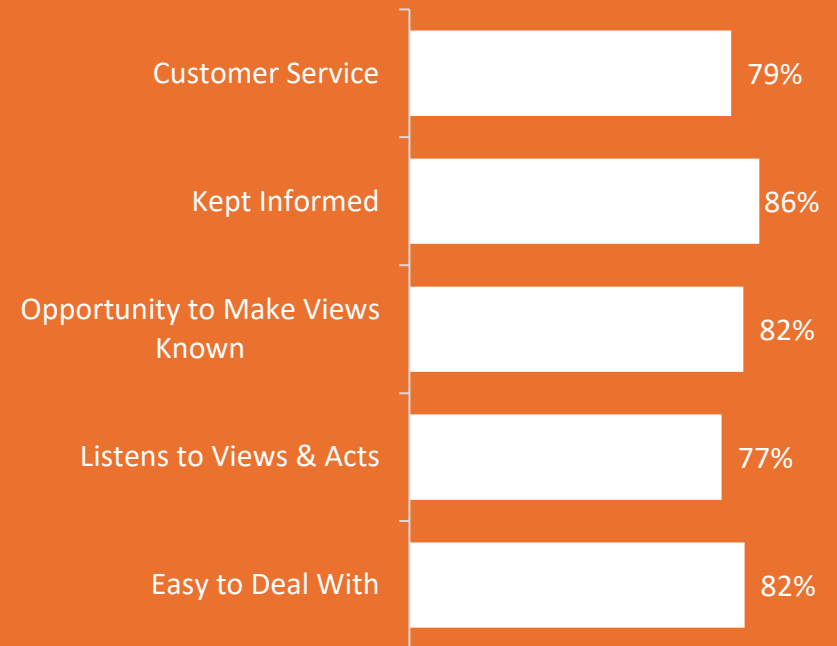
77% of residents feel that Tuath Housing listens to their views and acts upon them.



A further 79% are satisfied with the customer service they received last time they contacted Tuath Housing.



Finally, 86% of residents feel they are kept informed about things that might affect them and 82% feel that Tuath Housing gives them opportunities to make their views know.

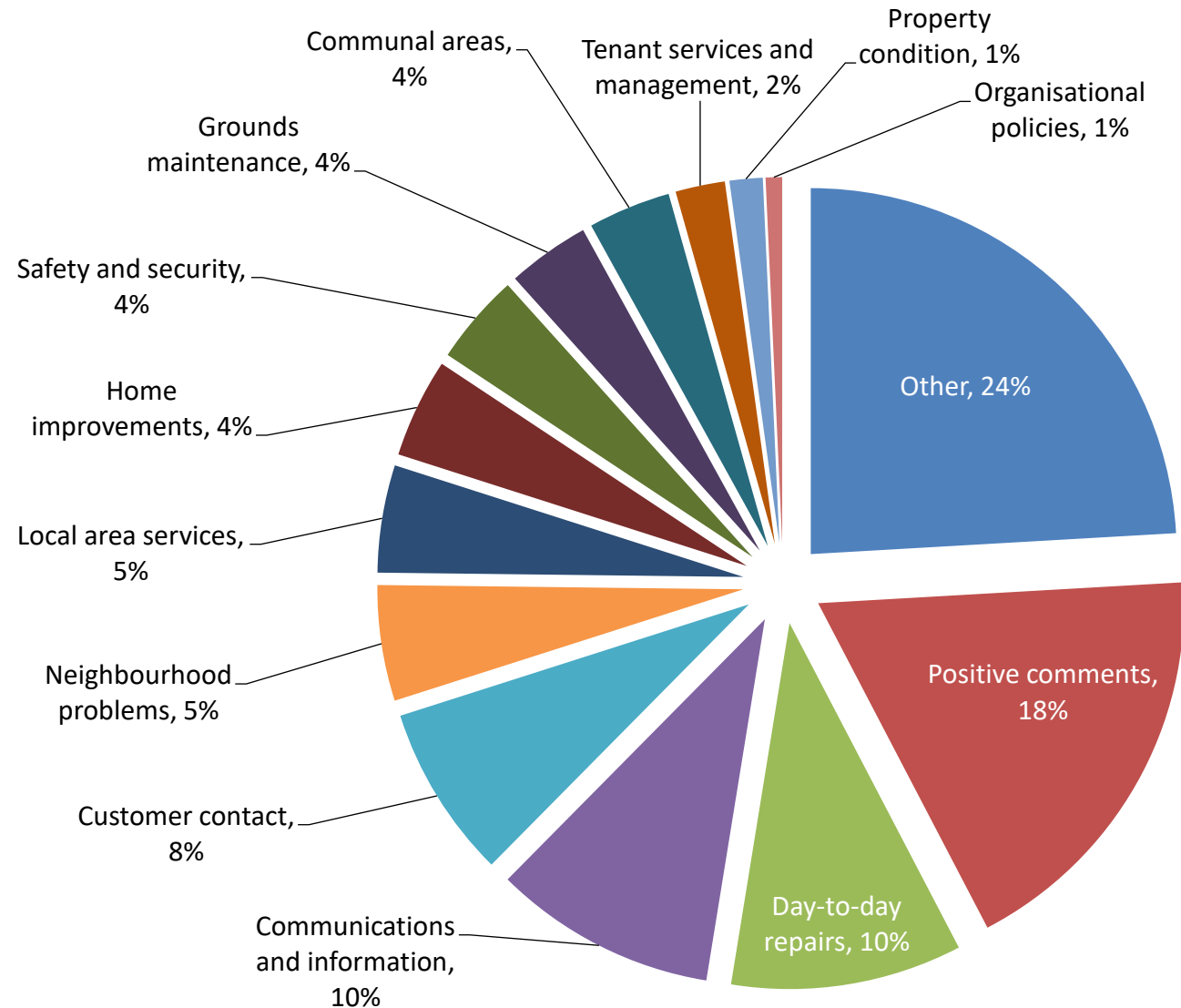




Improving Services

Residents were asked if there was one thing that Tuath Housing could do to improve its services, what would they like it to be. 276 comments were received from the residents, 18% gave positive comments and a further 24% gave 'other' answers and it could be construed that they don't feel improvement is necessary.

There is a wide variety of suggestions for improvement and these are summarised in the chart across. Some 10% of comments concern day-to-day repairs, 10% communications and information, 8% customer contact, 5% neighbourhood problems, 5% local area services, 4% home improvements, 4% safety and security, 4% grounds maintenance and 4% communal areas.



Recommending Tuath Housing



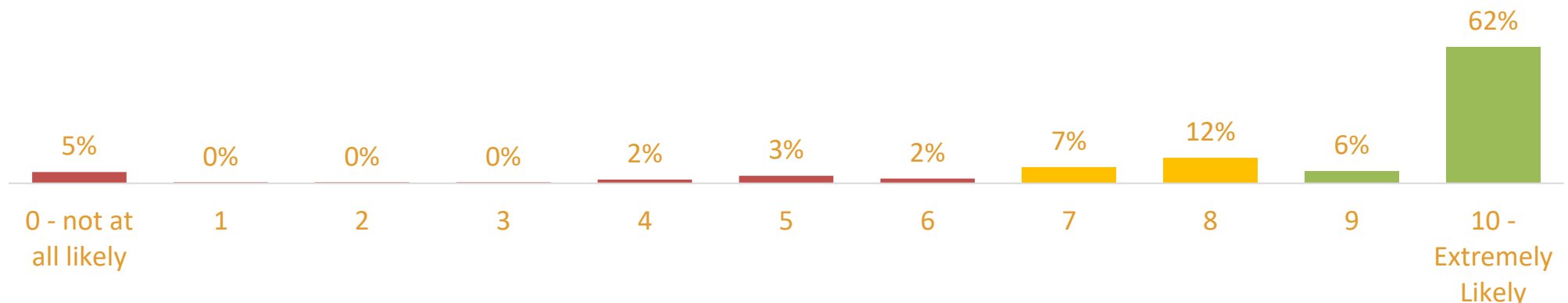
Residents were also asked how likely they would be to recommend Tuath Housing to other people. This is a 0-10 point rating. Those who would recommend the organisation score 9 or 10, those unsure score 7 or 8 and those who wouldn't recommend them score 6 or below.



Over two-thirds of residents are very loyal and happy to recommend Tuath Housing (68%), some 19% are unsure and 14% wouldn't recommend them, feeling rather more negative about the organisation.



The 'Net Promoter Score' for Tuath Housing (the percentage of those who would recommend TuathHousing less the percentage of those who wouldn't) is 54.



You Say – We Do

Carrying out this survey is just part of the work Tuath Housing does to involve you in developing services. As well as publishing the results of the survey, Tuath Housing plans to put the findings to good use by working with residents to further improve the services they provide.





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