

Tuath Housing Resident Satisfaction Survey

Q3 2023



About the Survey

In September 2023, many of you took part in an important survey. The survey was the third of four that will take place during 2023, with the aim of completing around 1,000 interviews for the year.

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 participate.

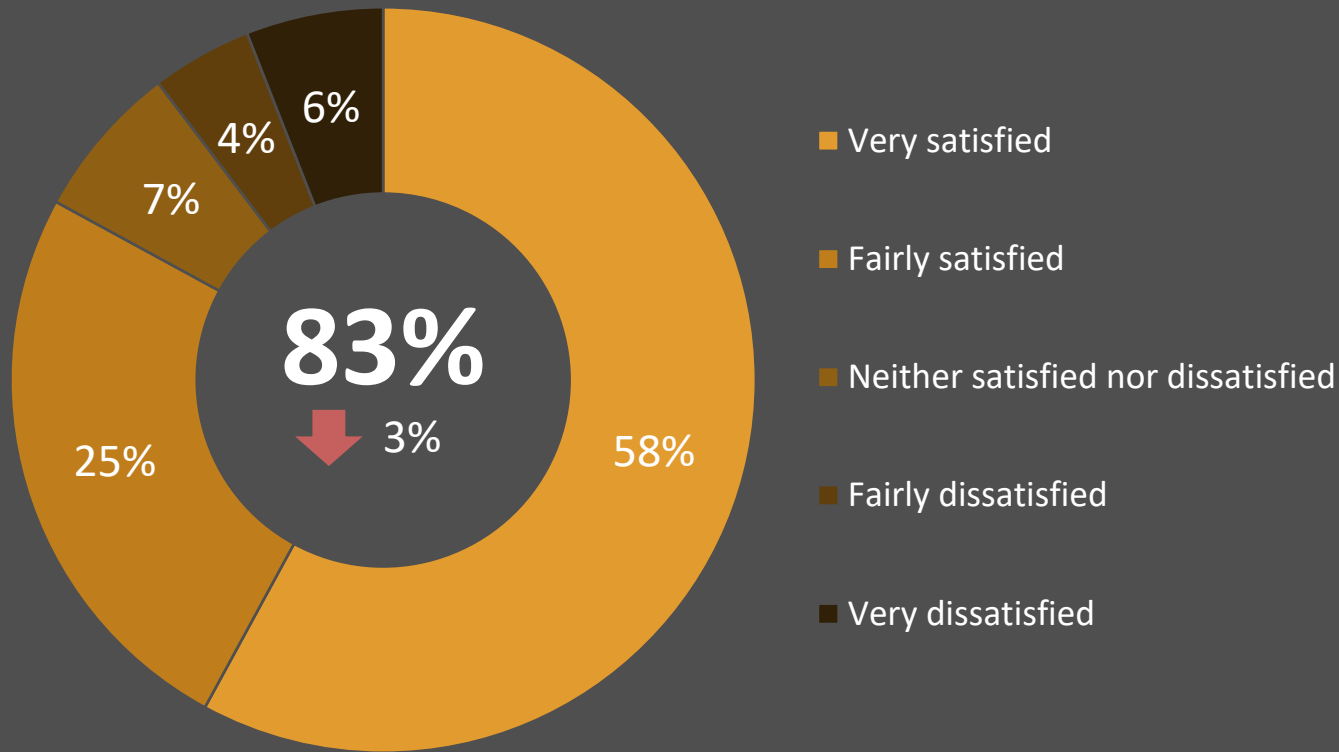
This report contains key results from the survey in respect to residents' opinions about their homes and the services received.

A total of
252
residents took
part out of a
possible 9,748.

Overall Services



Over eight out of ten residents are satisfied with the overall service provided by Tuath Housing (**83%**).



The Home



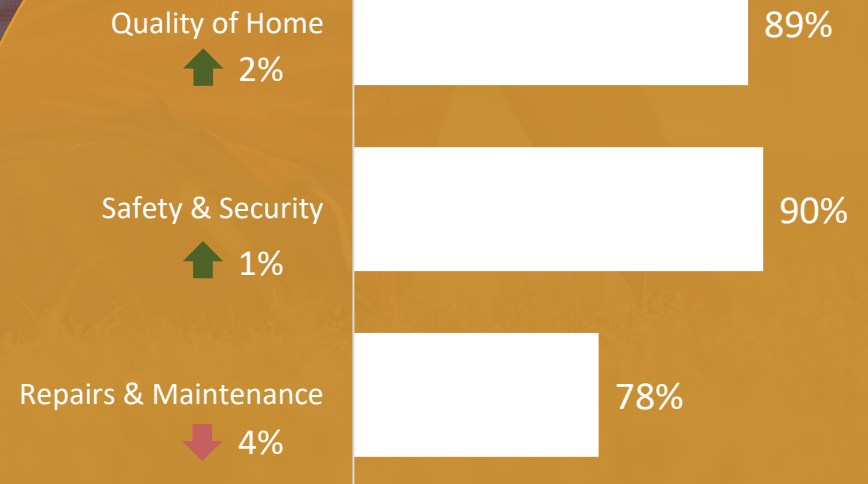
Around nine out of ten residents are satisfied with the overall quality of their homes **(89%)**.



A similar number of residents feel safe and secure in the home that Tuath Housing provides **(90%)**.



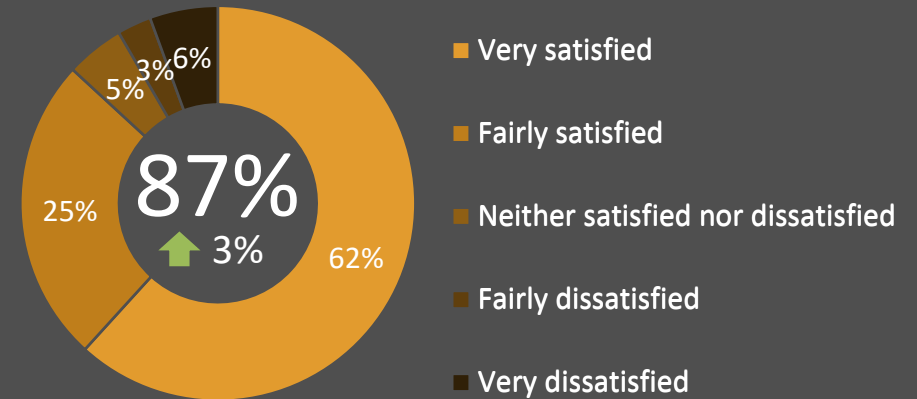
Finally, just over three-quarters of residents are satisfied with how Tuath Housing deals with repairs and maintenance **(78%)**.



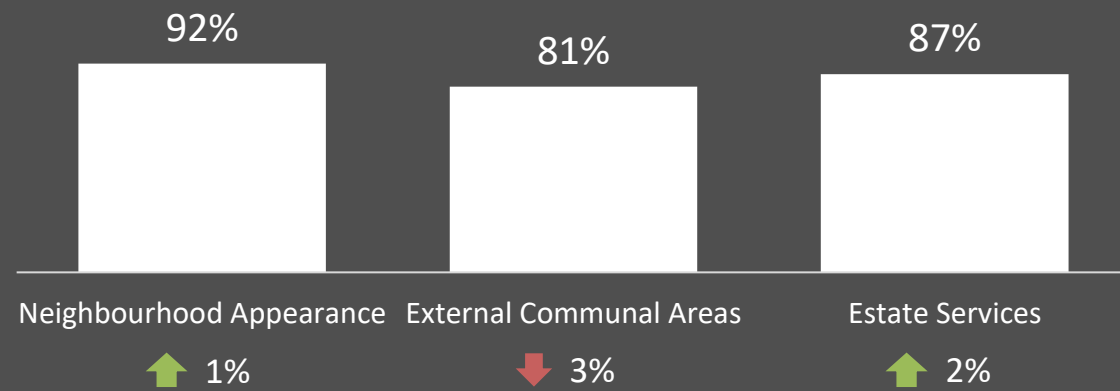


Neighbourhood

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



Residents are most satisfied with the overall appearance of their neighbourhood (**92%**) and least satisfied with the cleaning of the external communal areas (**81%**).



Communications & Engagement



Over eight out of ten residents find Tuath Housing easy to deal with **(84%)**.



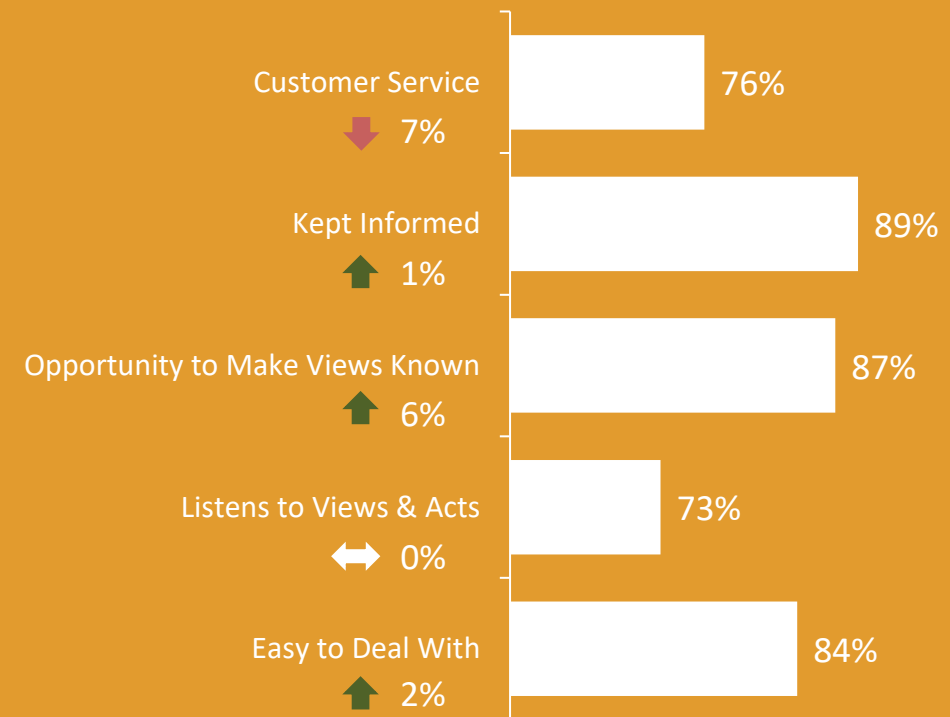
Around three-quarters of residents feel Tuath Housing listens to their views and acts upon them **(73%)**.



A further **76%** are satisfied with the customer service they received the last time they contacted Tuath Housing.



Finally, **89%** of residents feel they are kept informed about things that might affect them and **87%** feel that Tuath Housing gives them opportunities to make their views known.

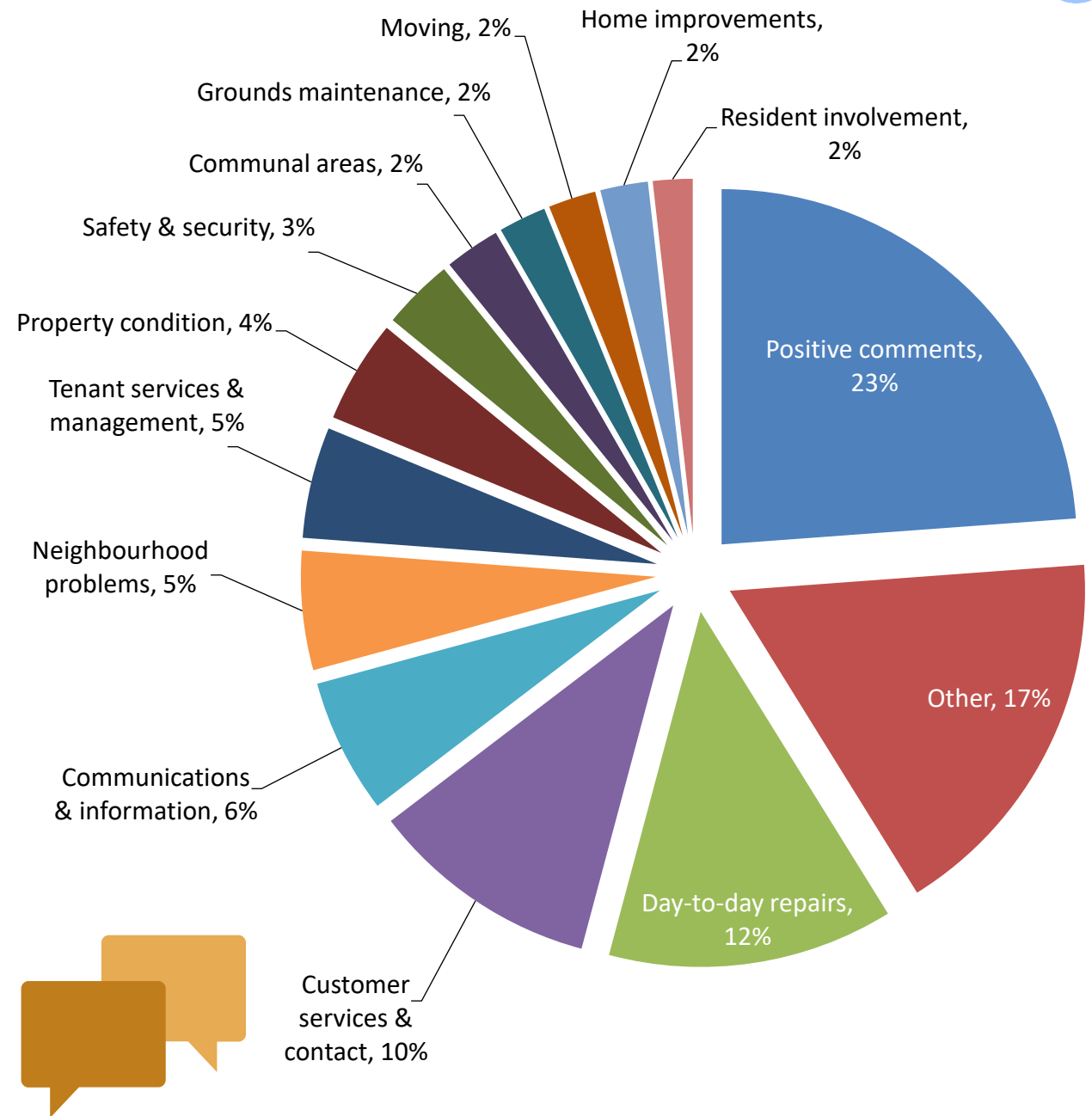




Improving Services

Residents were asked if there was one thing that Tuath Housing could do to improve its services, and what would they like it to be. 244 comments were received from the residents, and 23% gave positive comments. A further 17% gave 'other' answers (almost all of which are no suggestions), and it could be construed that they also do not feel any improvements are necessary.

There is a wide variety of suggestions for improvement, and these are summarised on the chart to the right. Some 12% of comments concern day-to-day repairs, 10% customer services and contact, 6% communications and information, 5% neighbourhood problems, 5% tenant services and management, 4% property condition and 3% safety and security.



Recommending Tuath Housing



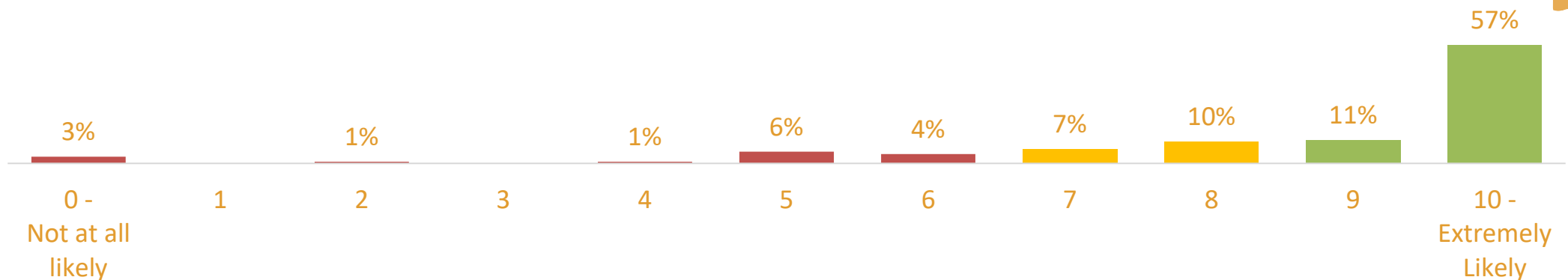
Residents were also asked how likely they would be to recommend Tuath Housing to other people. This is a 0-10 point rating. Those who would recommend the organisation score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Around two-thirds of residents are very loyal and happy to recommend Tuath Housing (**68%**). However, **17%** of residents are unsure and **15%** would not recommend them, feeling rather more negative about the organisation.



The 'Net Promoter Score' for Tuath Housing (the percentage of those who would recommend Tuath Housing minus the percentage of those who wouldn't) is **+53**. This is the same as in the previous survey.



You Say – We Do

Carrying out this survey is just part of the work Tuath Housing does to involve you in developing its 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.



Thank you to everyone who took part.



Publish findings for residents



Use findings to plan and improve services, e.g., repairs, external maintenance, property condition and communications.



Involve residents in shaping service improvements





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