

Tuath Housing Resident Satisfaction Survey

Q1 2025



About the Survey

In March 2025, many of you took part in an important survey. The survey was the first of four surveys that will take place during 2025, 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 home. 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.

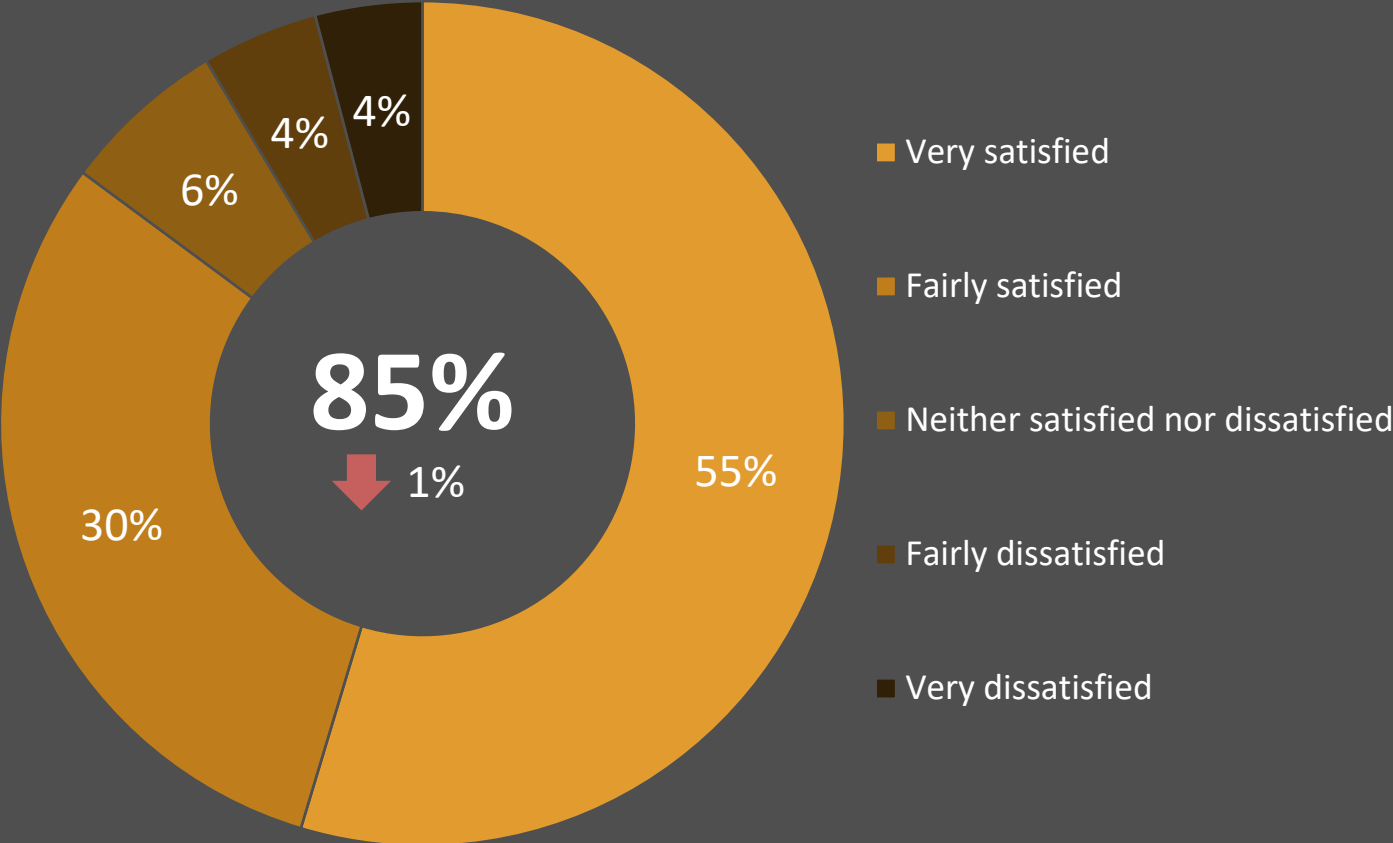
This report contains key results from the survey with respect to residents' opinions about their homes and the services received.

A total of
270
residents took
part out of a
possible 13,516.

Overall Services



Six out of seven residents are satisfied with the overall service provided by Tuath Housing (**85%**).



The Home



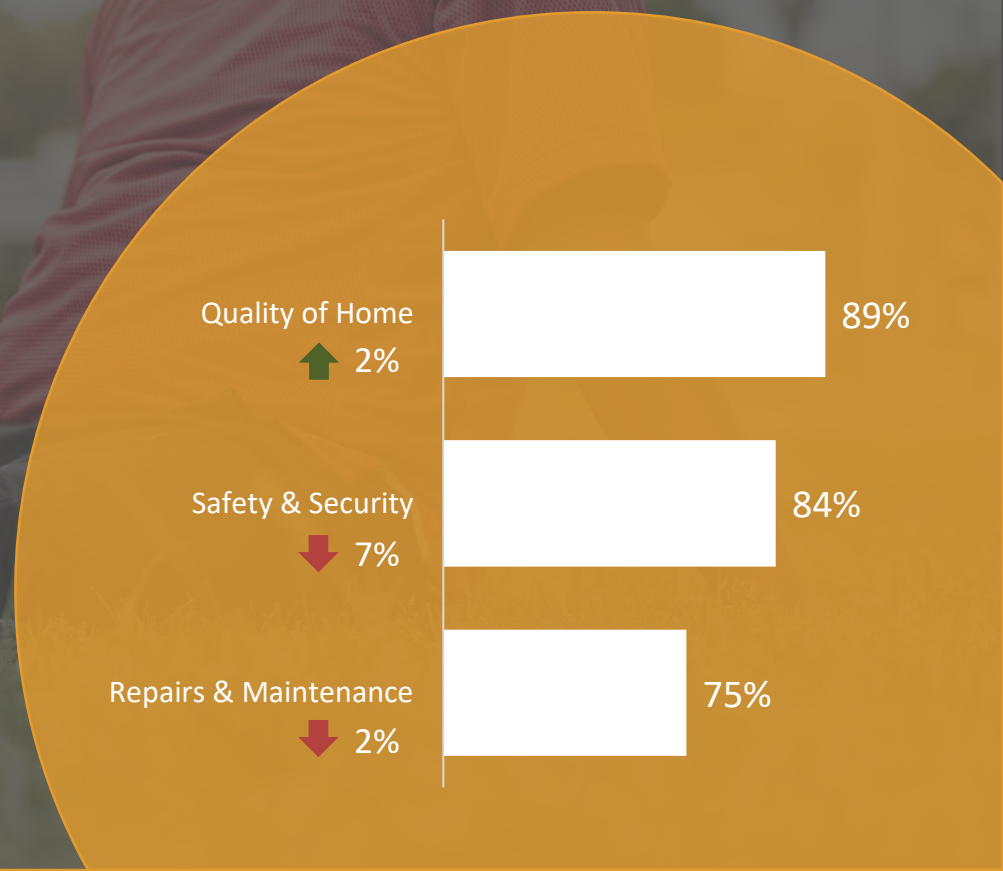
Nine out of ten residents are satisfied with the overall quality of their homes **(89%)**.



Slightly fewer residents feel safe and secure in the home that Tuath Housing provides **(84%)**.

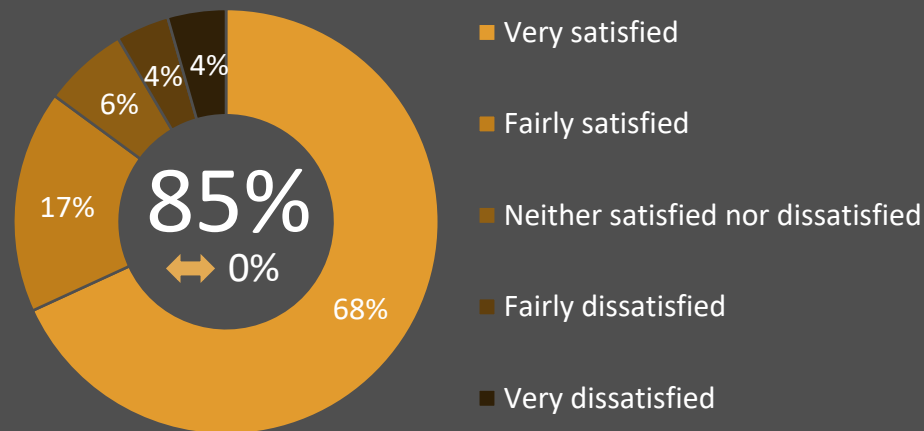


Finally, three out of four residents are satisfied with how Tuath Housing deals with repairs and maintenance **(75%)**.

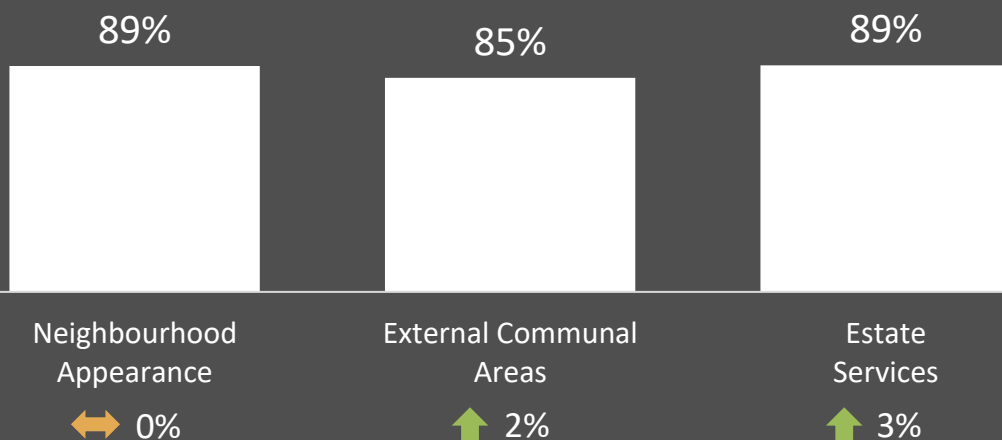


Neighbourhood

Over eight out of ten residents are satisfied with their neighbourhood as a place to live **(85%)**.



Residents are more satisfied with the overall appearance of their neighbourhood and the estate services **(89%)** than with the cleaning of the external communal areas **(85%)**.



Communications & Engagement



Around eight out of ten residents find Tuath Housing easy to deal with **(82%)**.



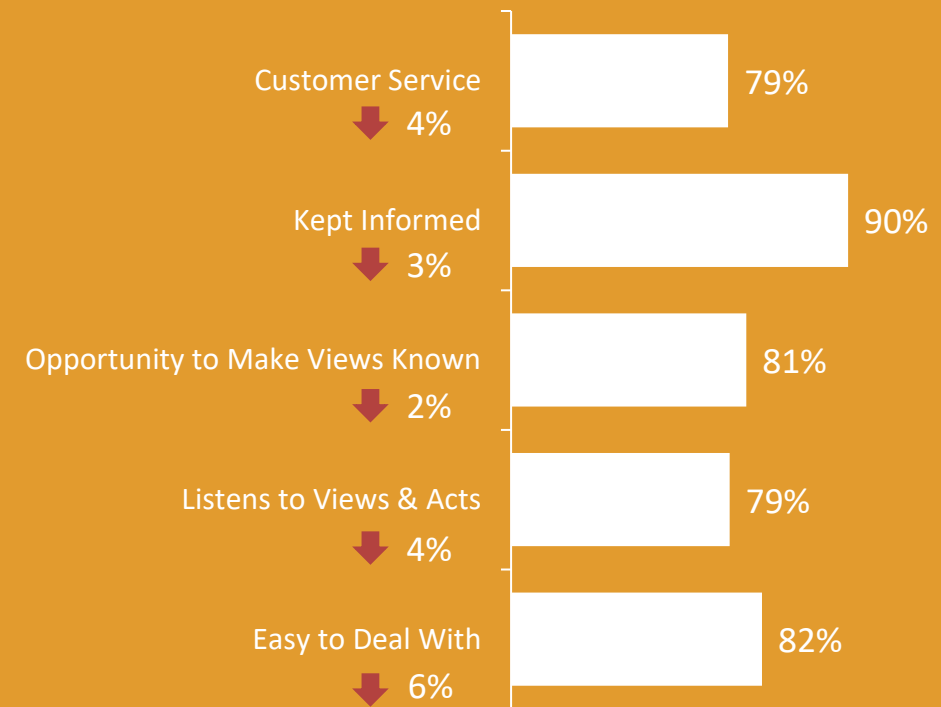
Four out of five residents feel Tuath Housing listens to their views and acts upon them **(79%)**.



Some **79%** of residents are also satisfied with the customer service they received the last time they contacted Tuath Housing.



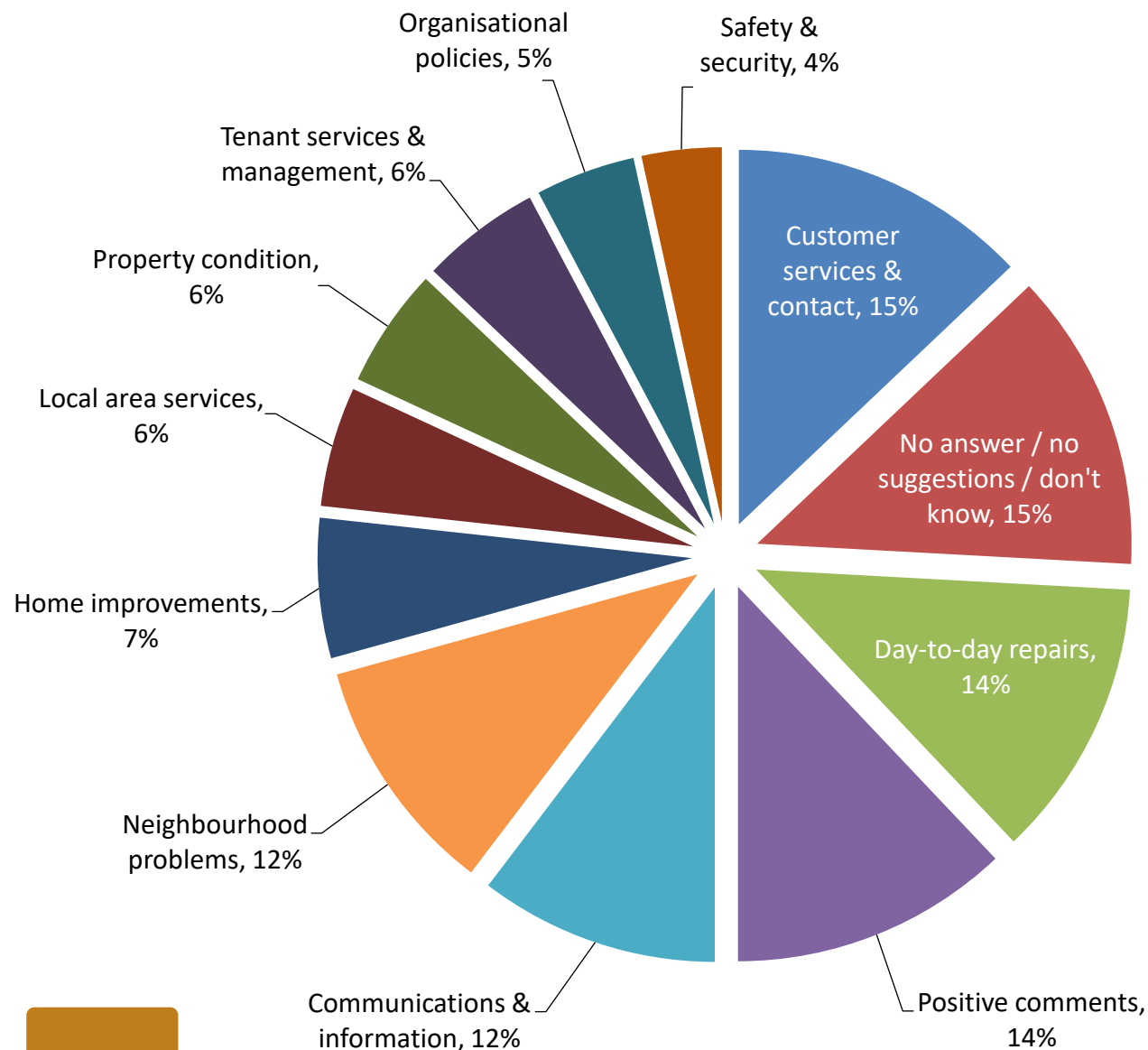
Finally, **90%** of residents feel they are kept informed about things that might affect them and **81%** feel that Tuath Housing gives them opportunities to make their views known.



Improving Services

Residents were asked if there was one thing that Tuath Housing could do to improve its services, and what they would like it to be. 182 comments were received from the residents, and 14% gave positive comments. A further 15% gave no suggestions or don't know answers, and it could be construed that these residents also do not feel that any improvements are necessary.

There is a wide variety of suggestions for improvement, and these are summarised on the chart to the right. Some 15% of comments concern customer services and contact, 14% the repairs service, 12% communications and information, 12% neighbourhood problems, 7% home improvements, 6% local area services, 6% property condition, 6% tenant services and management, 5% organisational policies and 4% safety and security.



Recommending Tuath Housing



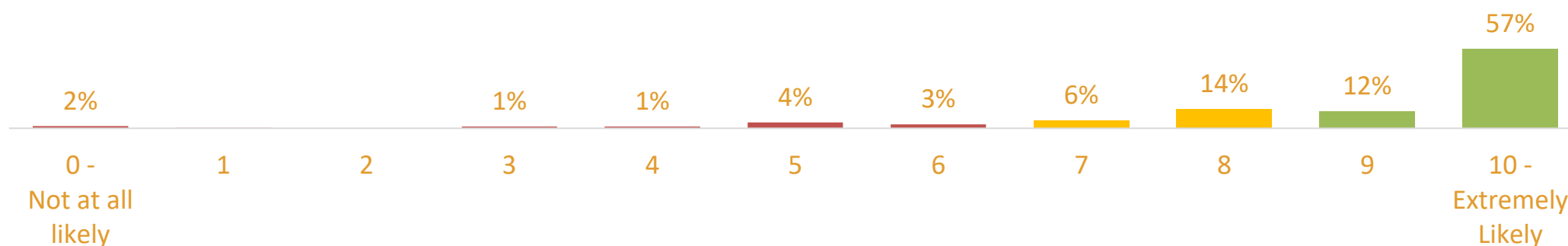
Residents were also asked how likely they would be to recommend Tuath Housing to other people. This is a 0–10-point rating. Those who would recommend the organisation score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Seven out of ten residents are very loyal and happy to recommend Tuath Housing (**69%**). However, **20%** of residents are unsure and **11%** would not recommend them, feeling rather more negative about the organisation.

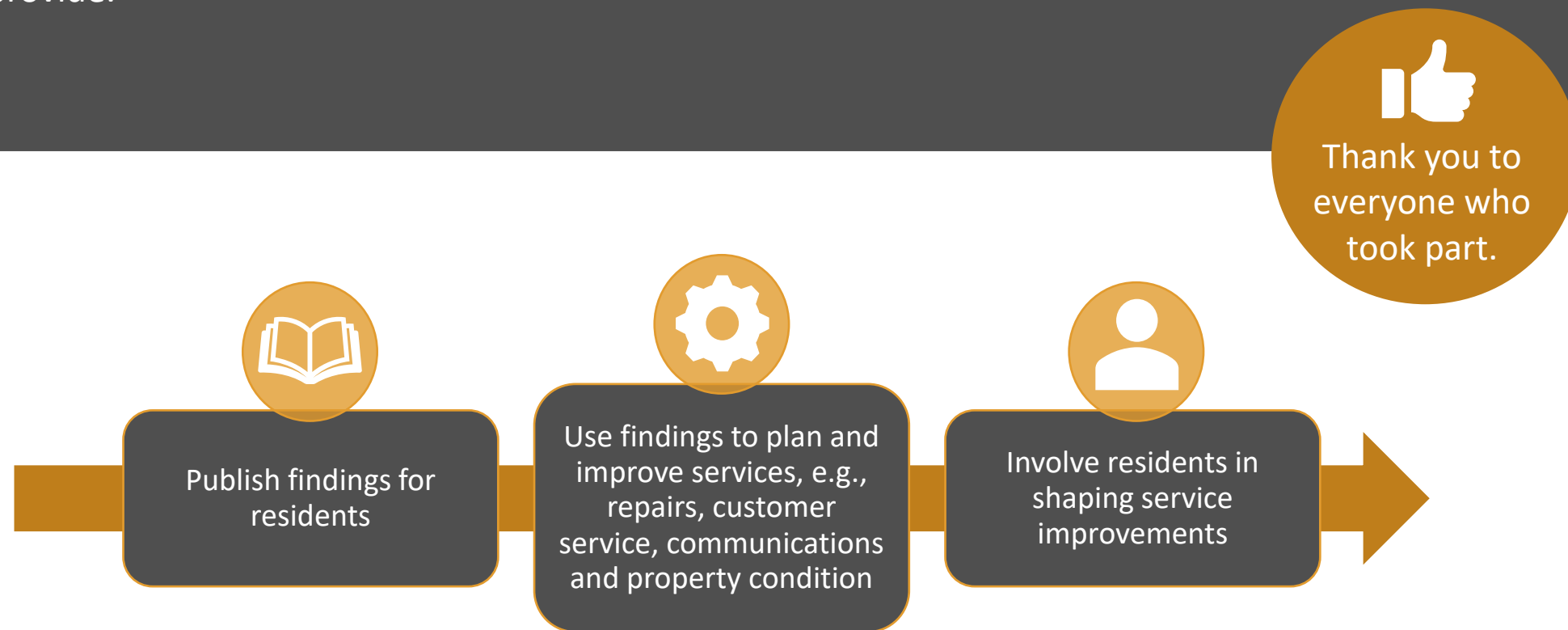


The 'Net Promoter Score' for Tuath Housing (the percentage of those who would recommend Tuath Housing minus the percentage of those who wouldn't) is **+58**. This is an increase of 3 points since the previous survey.



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.





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