

# Tuath Housing Resident Satisfaction Survey

Q1 2026



# About the Survey

In March 2026, many of you took part in an important survey. The survey was the first of four surveys that will take place during 2026, 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.

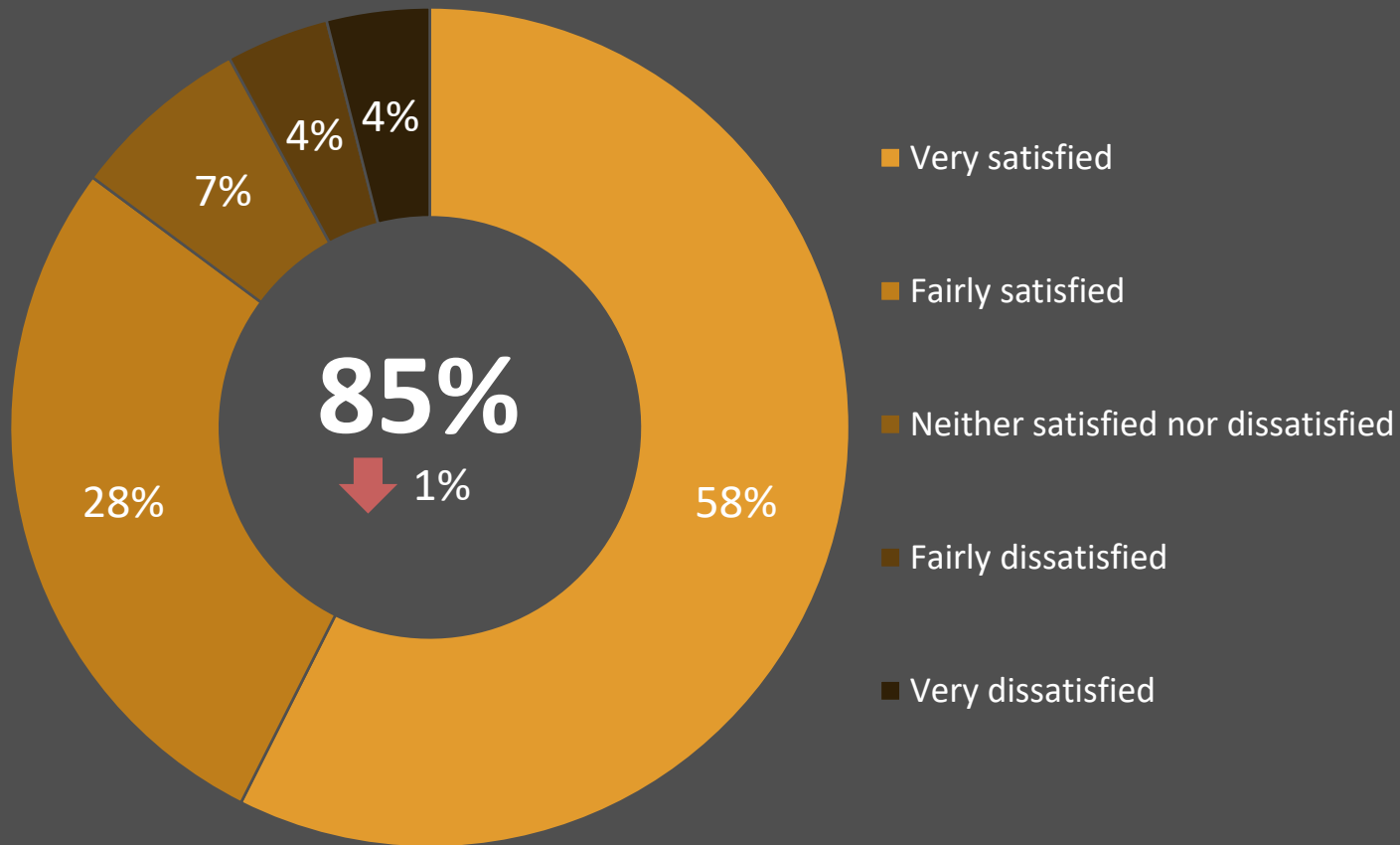
This report contains key results from the survey with respect to residents' opinions about their homes and the services received.

A total of  
**279**  
residents took  
part out of a  
possible 15,704.

# Overall Services



Over eight out of ten residents are satisfied with the overall service provided by Tuath Housing (**85%**).



# The Home



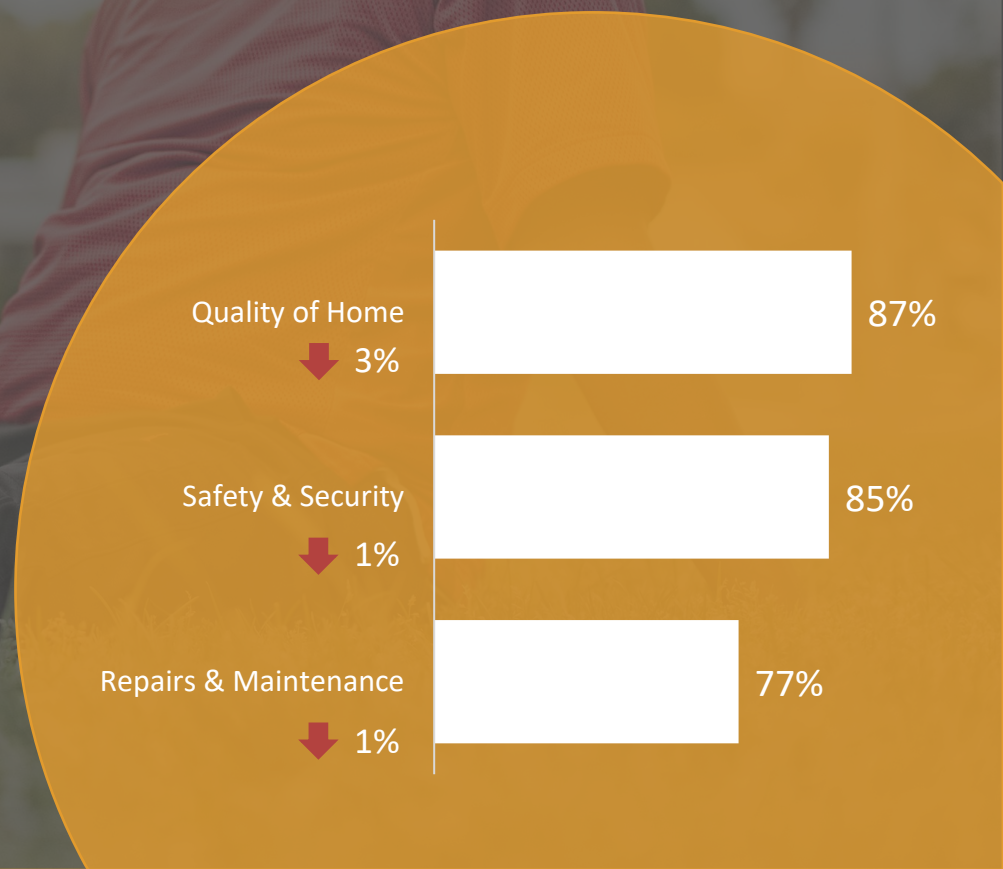
Almost nine out of ten residents are satisfied with the overall quality of their homes **(87%)**.



Six out of seven residents feel safe and secure in the home that Tuath Housing provides **(85%)**.



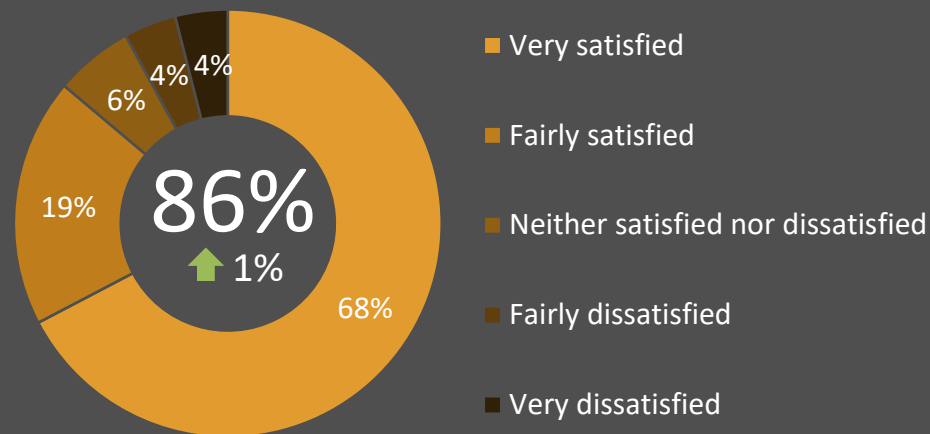
Finally, around three-quarters of residents are satisfied with how Tuath Housing deals with repairs and maintenance **(77%)**.



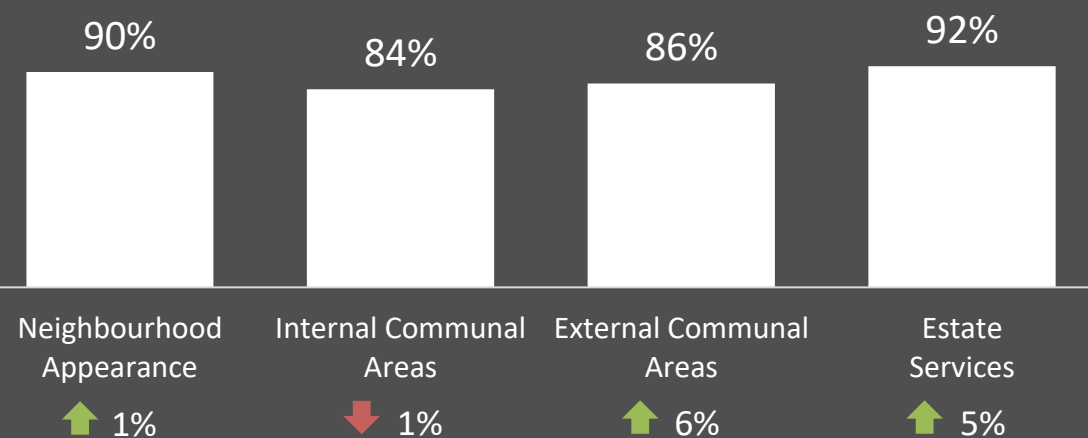


# Neighbourhood

Almost nine out of ten residents are satisfied with their neighbourhood as a place to live **(86%)**.



Residents are more satisfied with the estate services provided by Tuath Housing **(92%)** than with the cleaning of internal **(84%)** and external communal areas **(86%)**.



# Communications & Engagement



Around nine out of ten residents find Tuath Housing easy to deal with **(87%)**.



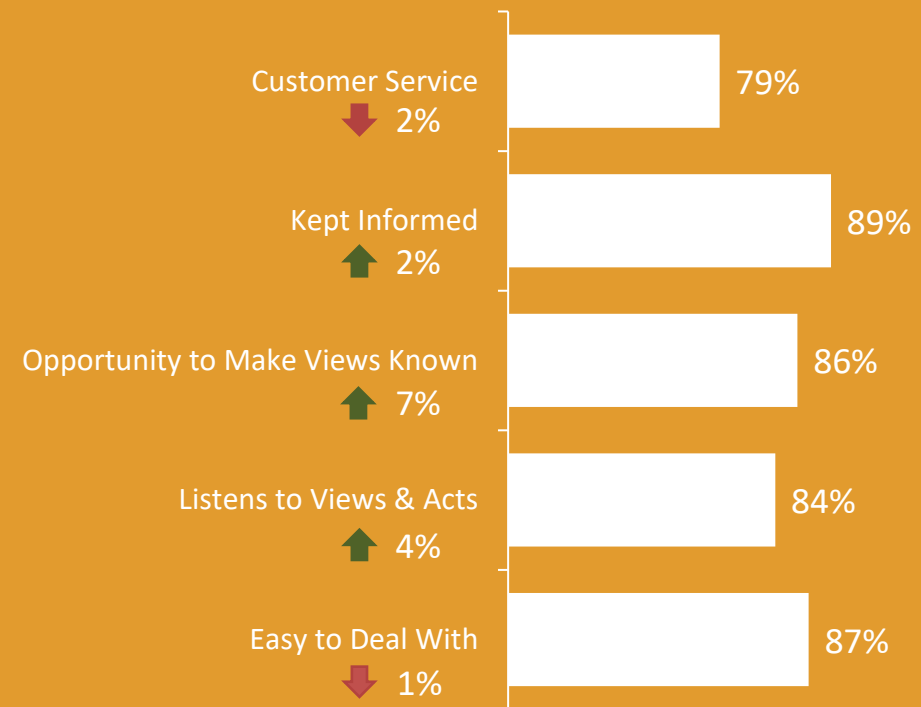
Over eight out of ten residents are satisfied that Tuath Housing listens to their views and acts upon them **(84%)**.



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



Finally, **89%** of residents agree they are kept informed about things that might affect them, and **86%** feel that Tuath Housing gives them opportunities to make their views known.



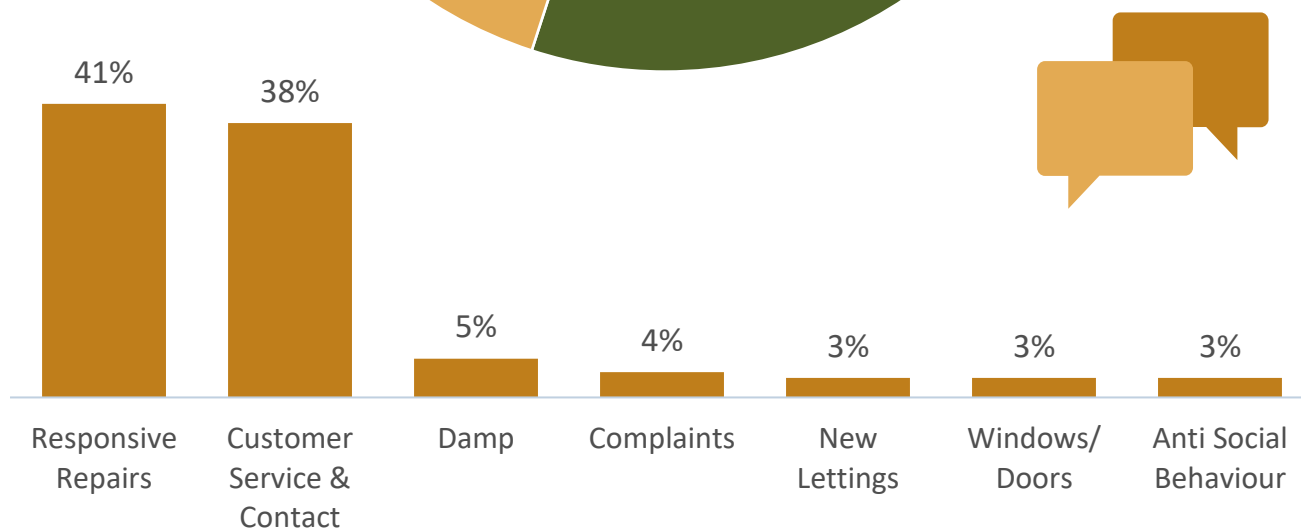
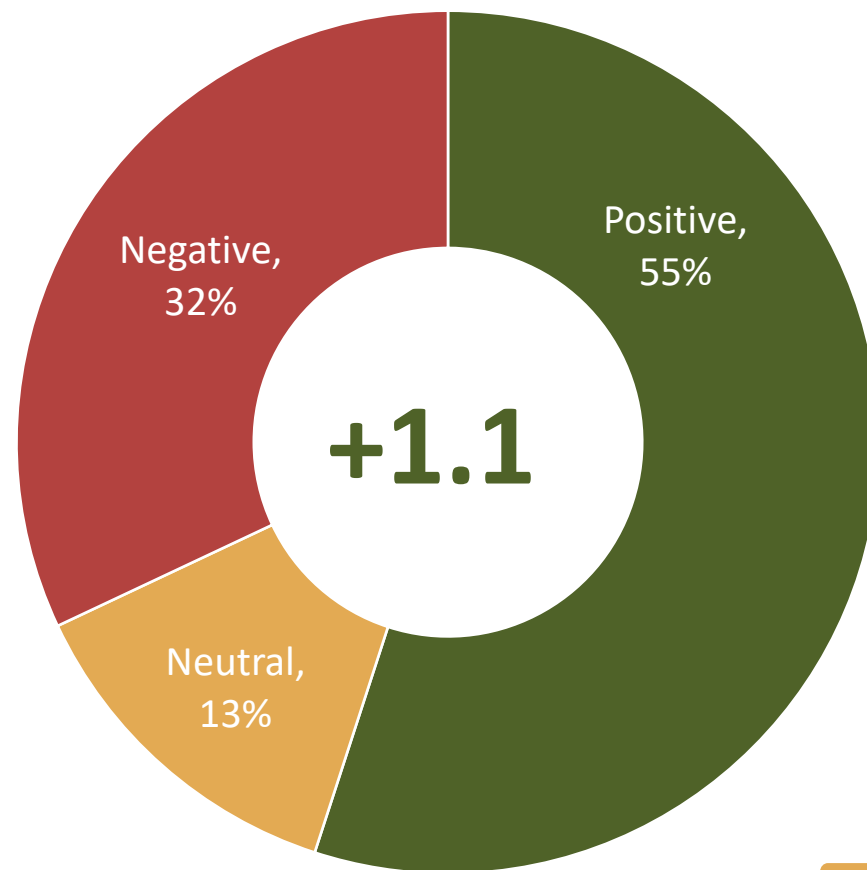
# Residents' Comments

Residents were asked to describe their specific experiences that have shaped their view of the overall service provided by Tuath Housing, and 260 comments were received.

Over half of these comments have positive sentiment (55%), 13% neutral, and 32% negative sentiment. This gives a positive overall sentiment score of +1.1 (on a scale from -5 to +5).

The two most commonly mentioned categories by residents are responsive repairs (41%) and customer service and contact (38%).

Some residents commented on damp (5%), complaints (4%), new lettings (3%), windows/doors (3%), anti-social behaviour (3%), rent and arrears (3%) and communal maintenance (2%).



# Recommending Tuath Housing



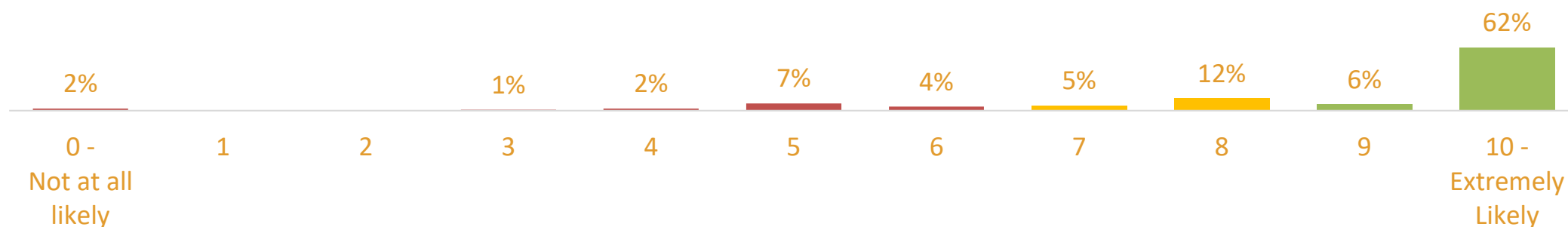
Residents were also asked how likely they would be to recommend Tuath Housing to other people. This is a 0–10-point rating. Those who would recommend the organisation score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Around seven out of ten residents are very loyal and happy to recommend Tuath Housing (**68%**). However, **16%** of residents are unsure, and **16%** 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 **+52**. This is a decrease of 5 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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