



**Gardeen Housing  
Association  
Tenant**

**Satisfaction  
Survey 2021**

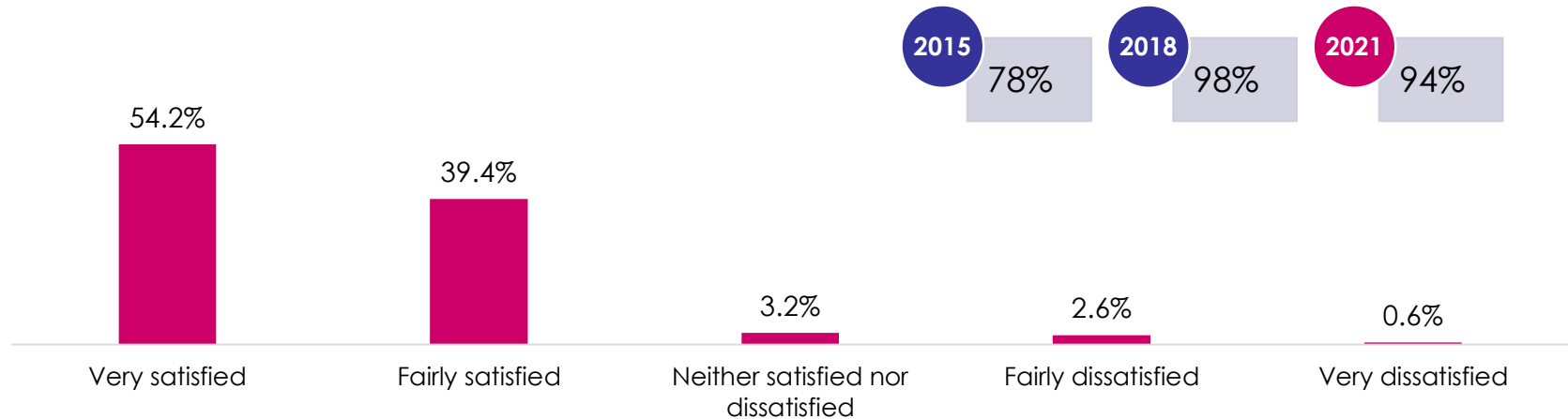
**Summary of key  
findings**

# What did we do?

- Gardeen Housing Association commissioned Research Resource to carry out a tenant satisfaction survey to assess satisfaction with the Association's Housing Service and the services it provides.
- 155 interviews were carried out by telephone with the Association's tenants and 7 with factored owners.
- When: 21<sup>st</sup> of May and 17<sup>th</sup> June 2021.
- Response rate: 61% for tenants and 41% from factored owners
- Data is robust: accurate to  $\pm 5\%$ .
- Data is representative: interviews are spread across the Association's stock

# Overall satisfaction has seen a small decrease but is still very high and above the Scottish Average

Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Gardeen Housing Association as your landlord?



Base: All respondents, n=155

# Preferences for ways of keeping tenants informed are changing, particularly for younger tenants



48% prefer letter



71% of 65+



37% prefer text



65% of 16-34



36% prefer newsletter



Interest across all groups but lower in 16-34 (24%)



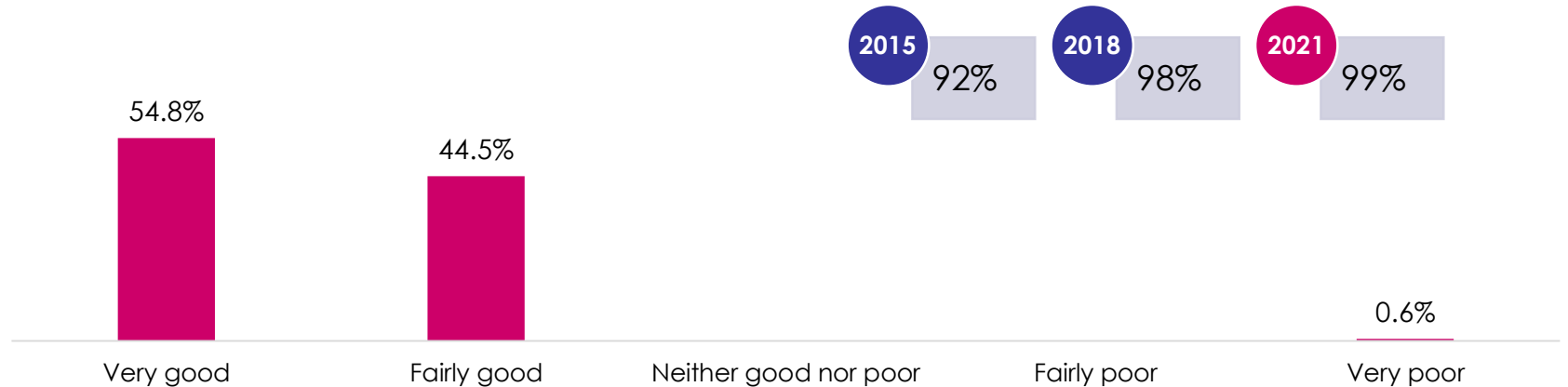
28% prefer email



53% of 16-34

# Keeping tenants informed remains a strong indicator and relatively unchanged over time

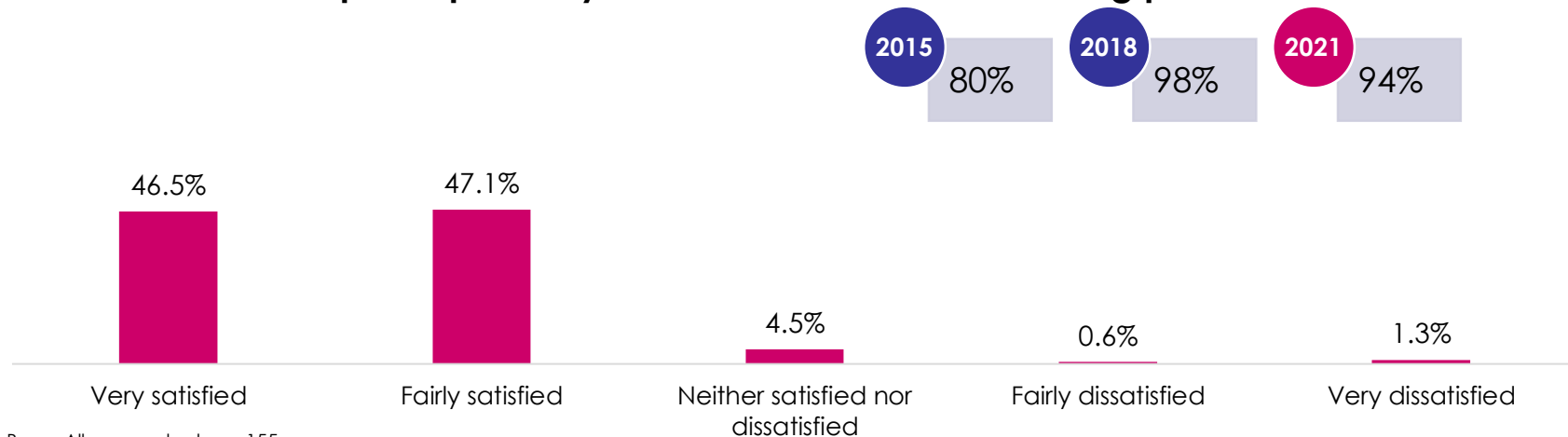
Q3 How good or poor do you feel Gardeen is at keeping you informed about their services and decisions?



Base: All respondents, n=155

# Satisfaction with **opportunities to participate** has decreased slightly but remains a very strong indicator and above the Scottish average

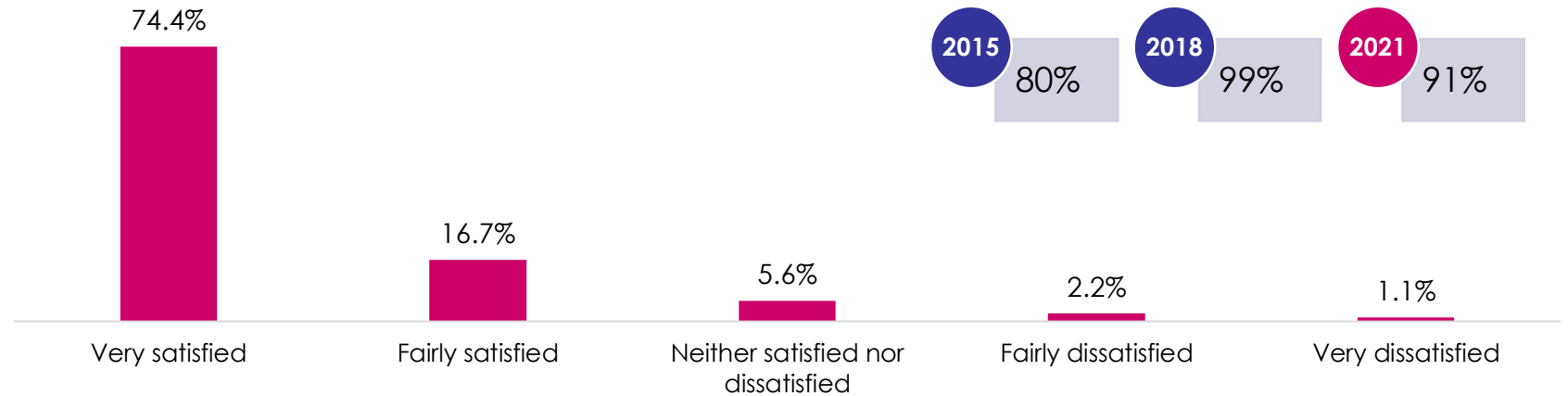
Q7 How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making process?



Base: All respondents, n=155

# Repairs satisfaction is lower than 2018 but is marginally higher than the Scottish average

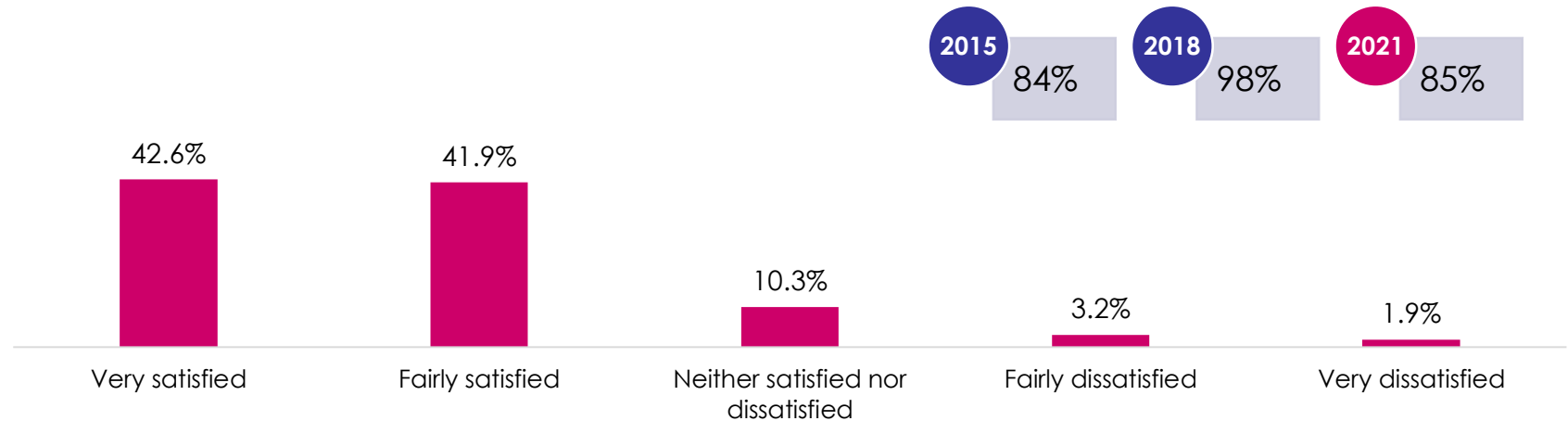
**Q9 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?**



Base: Respondents, n=90

# Satisfaction with quality of the home has decreased significantly compared to 2018 but remains similar to 2015

Q10 Overall, how satisfied or dissatisfied are you with the quality of your home?



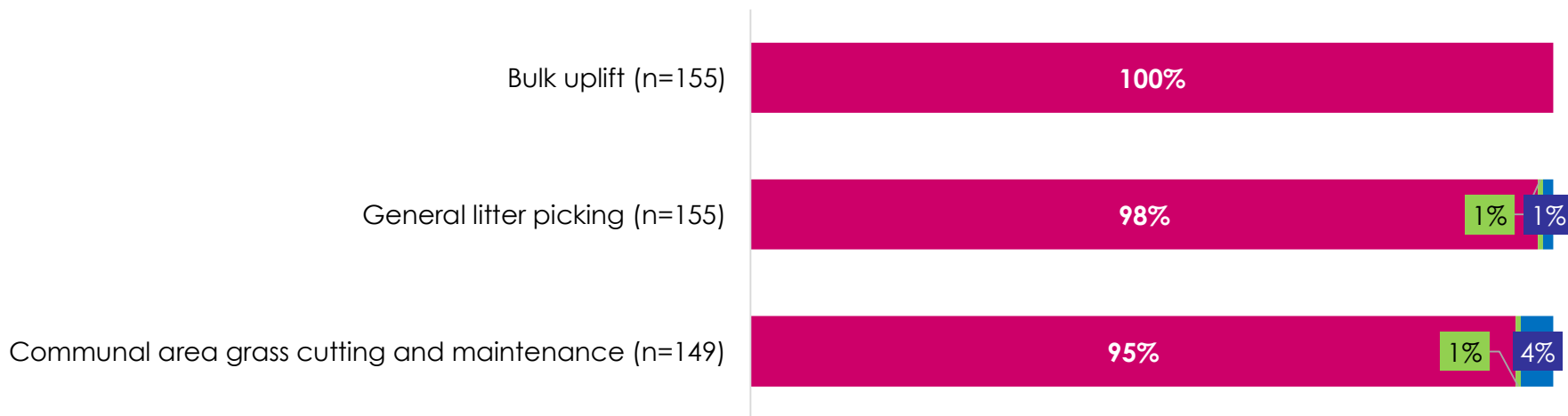
Base: All respondents, n=155



Satisfaction with estate management services are very positive, in very challenging times

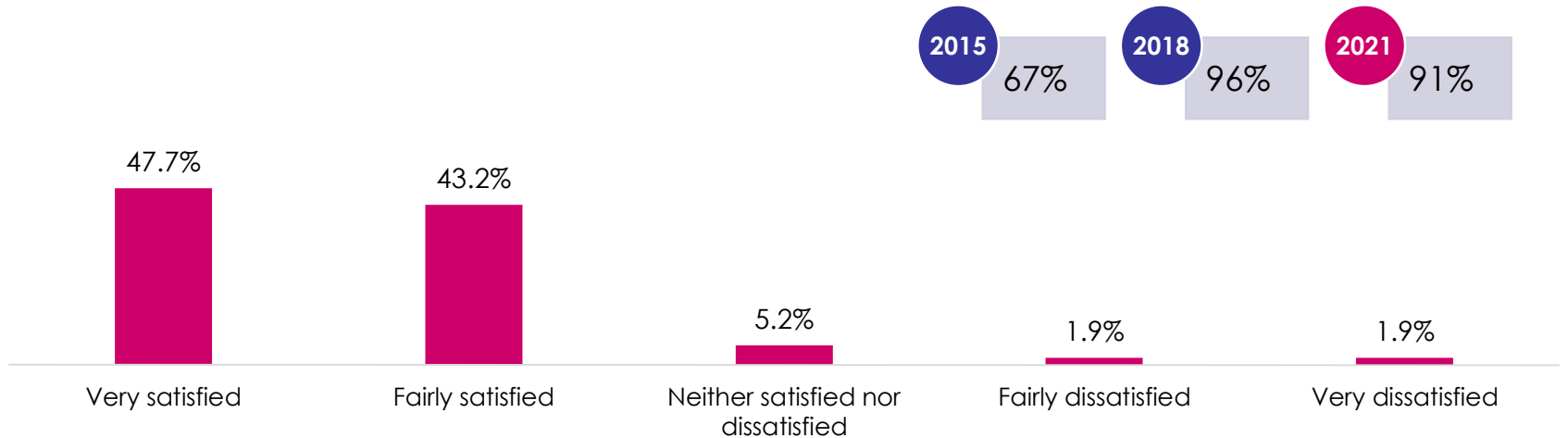
**Q12 Gardeen provide an estate management service. How satisfied are you with the following aspects of this service, where it is provided by Gardeen?**

■ % satisfied   ■ % neither/ nor   ■ % dissatisfied



Contribution to the management of the neighbourhood has decreased slightly but remains significantly above the Scottish Average

### Q13 Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?



Base: All respondents, n=155

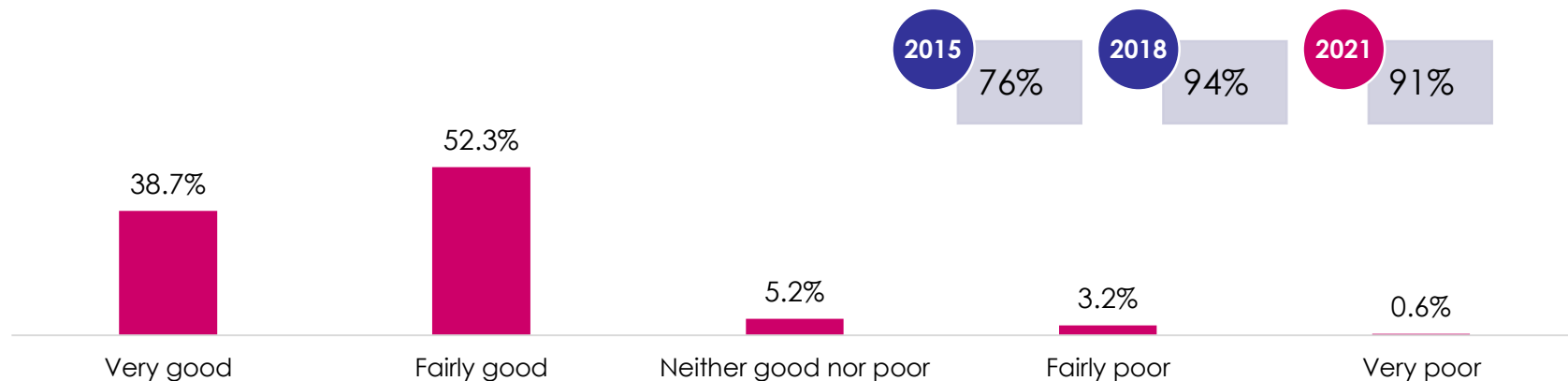
# What is value for money?

**Q14 Gardeen believes that value for money is 'delivering the best possible outcomes using the resources available to their maximum effect'. What do you think it is most important that is considered when ensuring value for money?**

<b>Base: All respondents, n=155</b>	<b>No.</b>	<b>%</b>
Providing good quality of services	103	66.5%
How affordable rents are	97	62.6%
Improving tenants' homes	90	58.1%
Ensuring good communication	68	43.9%
Customer care	51	32.9%
Length of time tenants have to wait for services	30	19.4%

Value for money decreased only marginally during challenging times and is significantly higher than the Scottish Average

### Q15 Taking into account the accommodation and services your landlord provides, do you think your rent for this property represents good or poor value for money?



Base: All respondents, n=155

# Tenant priorities

1. My home is kept to a good standard (90%)
2. I get a prompt, high quality repairs service (82%)
3. The surrounding neighbourhood is well kept (70%).



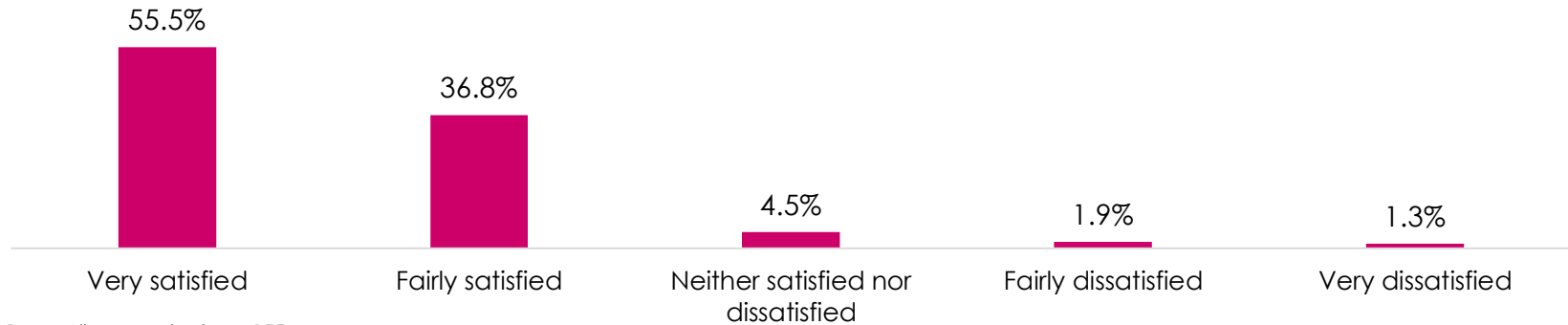
# Suggestions for improvement

1. None/ don't know (66%)
2. Upgrade/ improve home (17%)
3. Deal with anti-social behaviour (5%)
4. Improve customer service (3%).



# The vast majority of tenants are satisfied with Gardeen during the Covid pandemic

**Q19 Generally, how satisfied or dissatisfied have you been with Gardeen during the covid pandemic over the last year?**



Base: All respondents, n=155

**Any  
questions?**

