

Spire View Housing Association Tenant Satisfaction Survey Results 2024



379

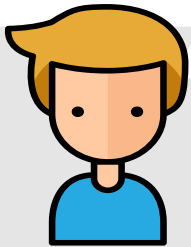
INTERVIEWS

JUNE 13 → AUG 22

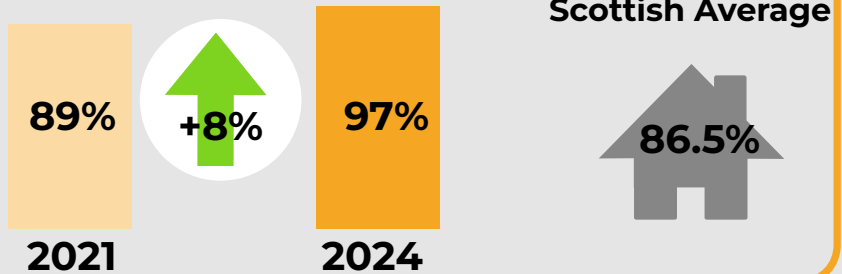
Background to the survey

We spoke to 379 Spire View tenants to assess satisfaction with the services their landlord provides. This is done to report back to the Scottish Housing Regulator and allows the Association to monitor and improve their services for customers. This newsletter presents an overview of the key findings from the 2024 survey and compares these to the results from the Association's 2021 tenant survey and also the Scottish Average for all social landlords for the year 2023/2024.

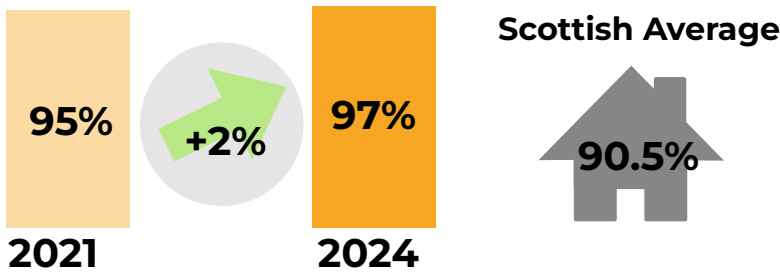
Taking everything into account, how satisfied are you with the overall service provided by Spire View HA?



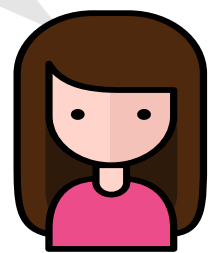
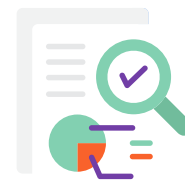
97% of you told us that you were either very or fairly satisfied with the **overall service provided by your landlord**. This has increased from the 2021 survey (89%).



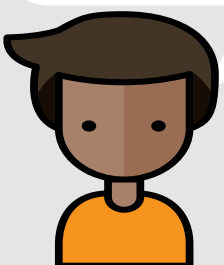
97% of you said that Spire View was either very or fairly good at **keeping you informed about their services and decisions** which is just slightly higher than the 2021 survey (95%).



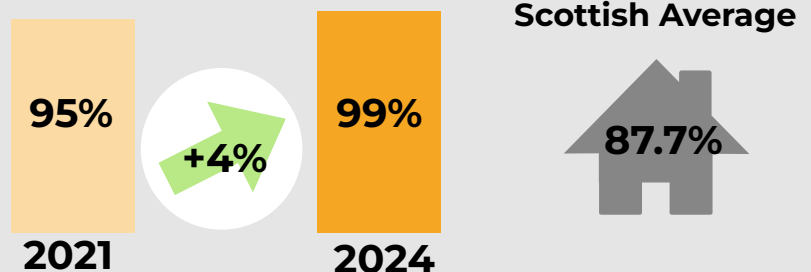
How good or poor do you feel your landlord is at keeping you informed about their services and decisions?



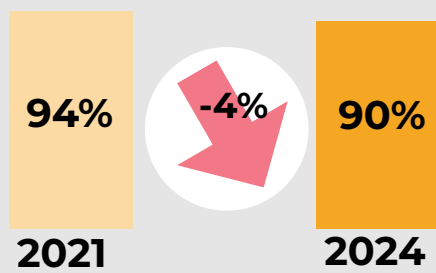
How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?



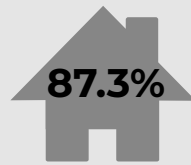
99% of you said you were satisfied with **participation opportunities**, which is slightly higher than the 2021 result (95%).



9 in 10 of you who had reported **repairs** in the last 12 months were satisfied with the service you received (**90%**). Satisfaction is lower than the 2021 survey (94%).



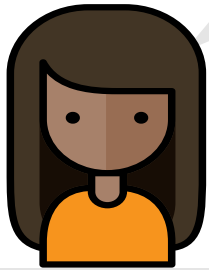
Scottish Average



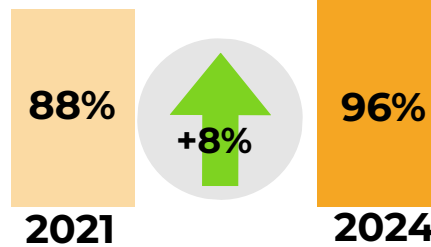
Thinking about the **LAST** time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?



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



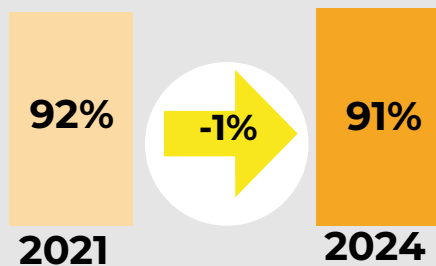
96% of you said you were very or fairly satisfied with the **quality of your home**. This is higher than the 2021 survey (88%).



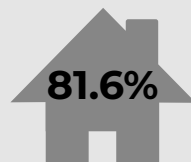
Scottish Average



91% of you said you felt the rent for your home was good **value for money**. This is not significantly different from the 2021 survey (92%).



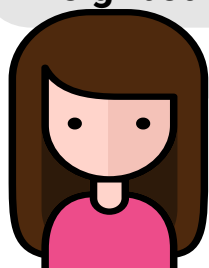
Scottish Average



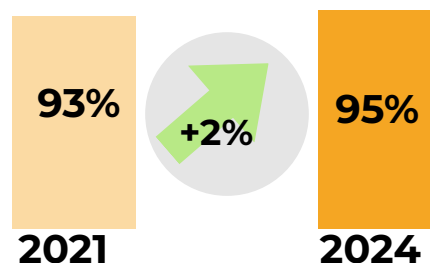
Taking into account the accommodation and services your landlord provides, to what extent do you think that the rent for this property represents good or poor value for money?



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



95% of you were satisfied with your landlord's contribution to the **management of the neighbourhood** you live in, and is slightly higher than in 2021 (93%).



Scottish Average

