



2019 Tenant Satisfaction Survey Results

It is important for us to know our tenants' views on the service we provide as your views will help shape and enhance the service you receive.

The Association provides a number of ways for you to give us feedback including carrying out a detailed survey every three years.

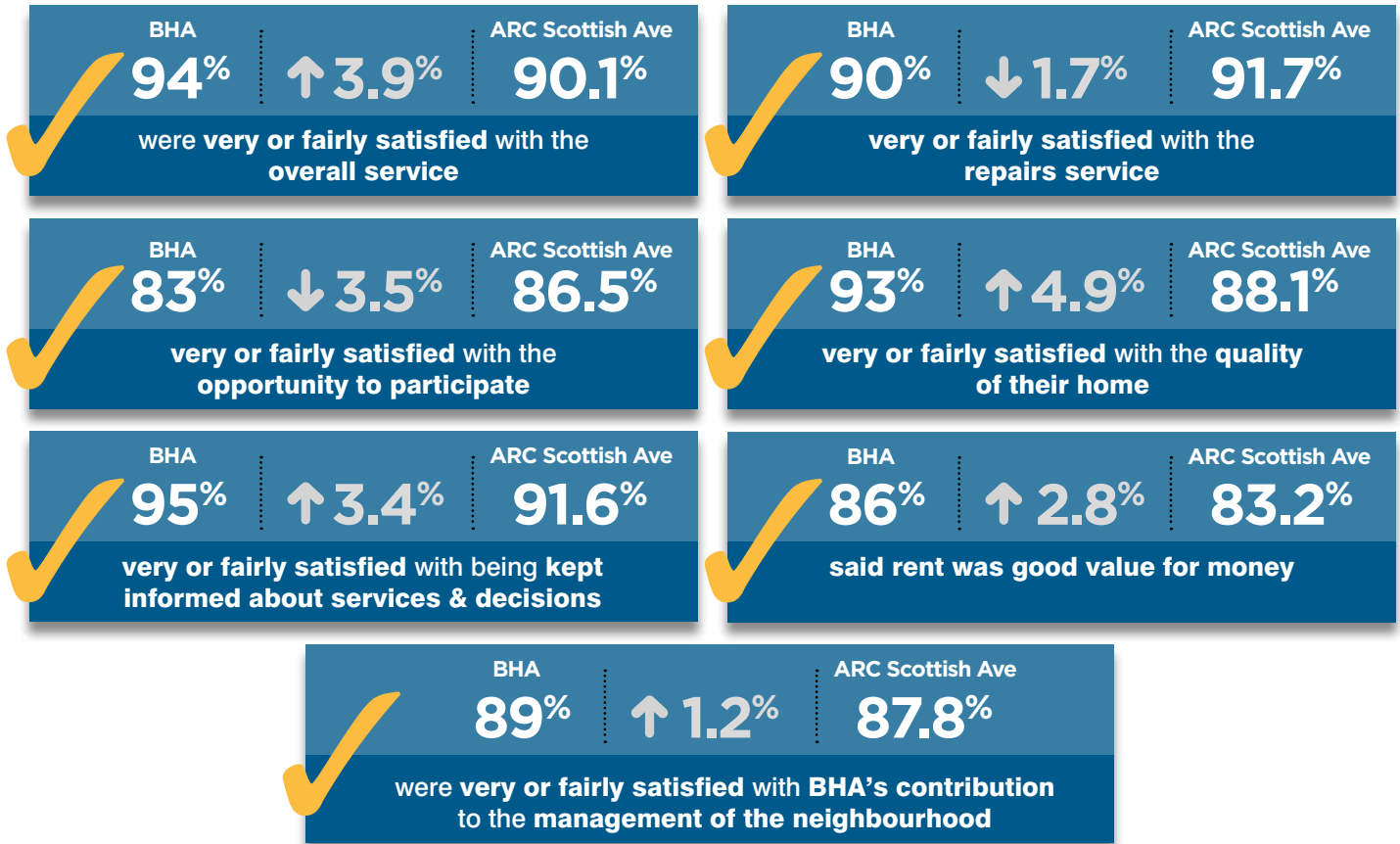
We commissioned Research Resource Ltd, an independent company to carry out the interviews on our behalf. We are delighted with the results of this years survey of **343 tenants**.

Overleaf is a summary of the key results and a comparison against the previous survey results of 2016.

Thank you to the tenants who participated in the survey, your feedback is welcome and greatly appreciated. Should you be interested in joining a short life focus group or scrutiny panel, please contact Ruth Brogan, Head of Housing and Customer Service, Tel No: 0141-814 5156 or email: rbrogan@bridgewaterha.org.uk

Tenants Views

RESULTS COMPARISON WITH THE ARC¹ SCOTTISH AVERAGE



SATISFACTION WITH THE OVERALL SERVICE BREAKDOWN

94% were very or fairly satisfied with the overall service

✓ **55%** VERY SATISFIED

✓ **39%** FAIRLY SATISFIED

✓ **2%** NEITHER SATISFIED NOR DISSATISFIED

✓ **2%** FAIRLY DISSATISFIED

✓ **1%** VERY DISSATISFIED

✓ **1%** NO OPINION