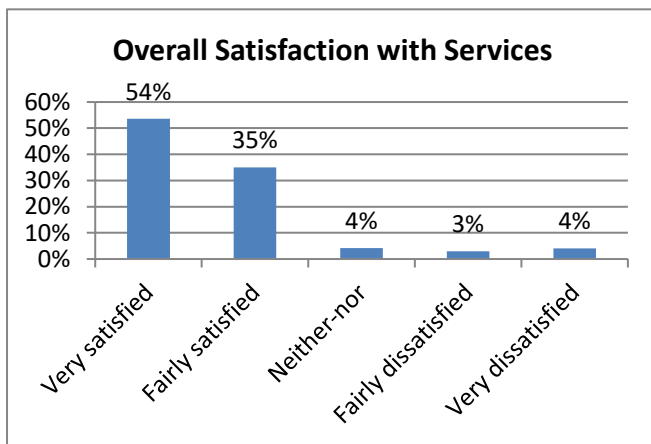


AYRSHIRE HOUSING TENANT SATISFACTION SURVEY RESULTS 2019

During September and October 2019, Ayrshire Housing invited Knowledge Partnership, an independent market research company, to carry out a tenant satisfaction survey to establish how tenants feel about our services and where we might be able to do better. A total of 600 tenants (41%) from all housing areas were interviewed in their homes, and as the survey analysis is now complete, Knowledge Partnership has prepared the following results summary. If you would like to find out more about the survey, please contact David McGivern, Head of Housing Services, Ayrshire Housing on 01292 880120.

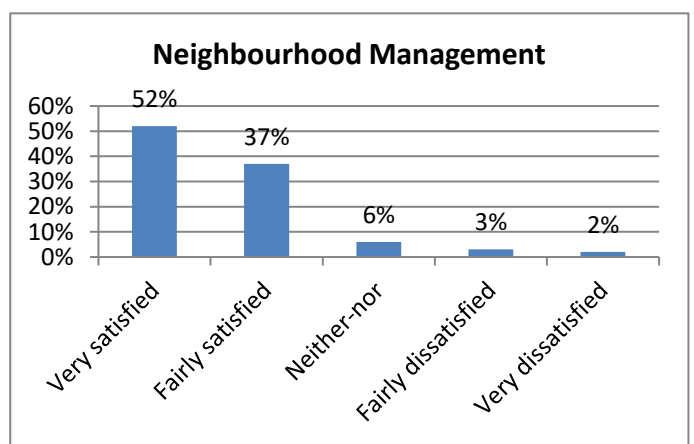
Overall Satisfaction

Taking everything into account, 89% of tenants are satisfied with the service provided by Ayrshire Housing. This is a very good result and compares well with other social housing landlords that we have surveyed.



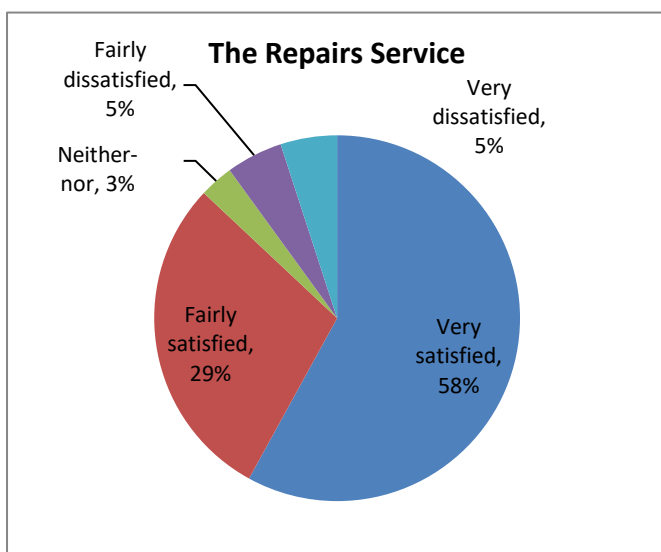
Your Neighbourhood

The majority of tenants (89%) are satisfied with the way in which Ayrshire Housing manages their neighbourhood. This is a positive finding that compares well with the results for other landlords.



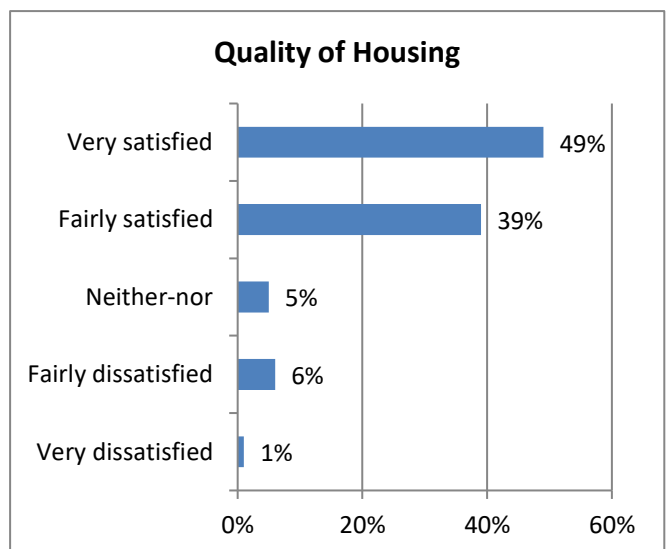
The Repairs Service

Most studies indicate that 'effective repairs' are tenants' number one priority when it comes to rating landlord services. In the case of Ayrshire Housing's repairs service, tenants say that they are largely satisfied (87%) with this key service.



Housing Quality

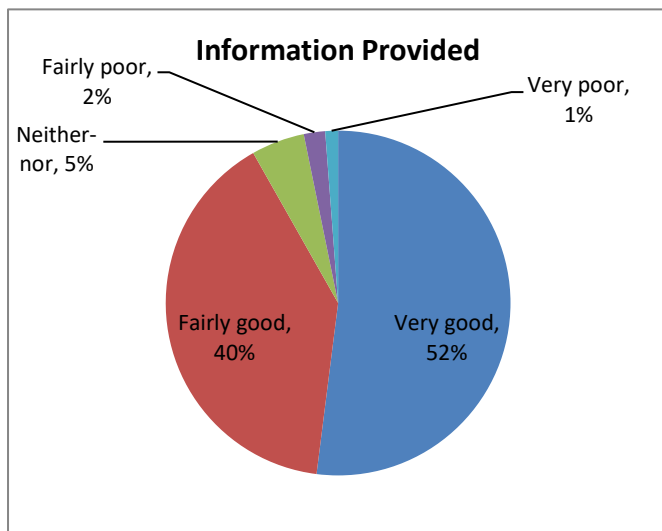
On balance, 88% of tenants are satisfied with the quality of their home. This is a good result overall, although a small minority of tenants would like to see improvements made to their kitchens and bathrooms.



As well as asking tenants about their home and services such as repairs, the survey also explored how effectively you feel that Ayrshire Housing keeps you informed and involved as a tenant. In addition, as rent payers, Ayrshire Housing needs to know whether the services they provide you with are value for money. We present the results for these three aspects of the survey below.

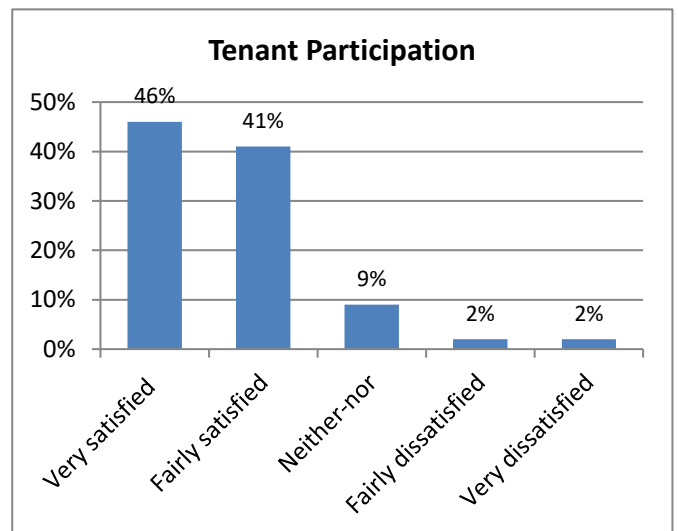
Information on Services and Decisions

Our tenant survey has revealed that 92% agree that the information provided by Ayrshire Housing in relation to housing services and decisions is either very or fairly good. This is a positive result and matches the performance of other landlords we have surveyed.



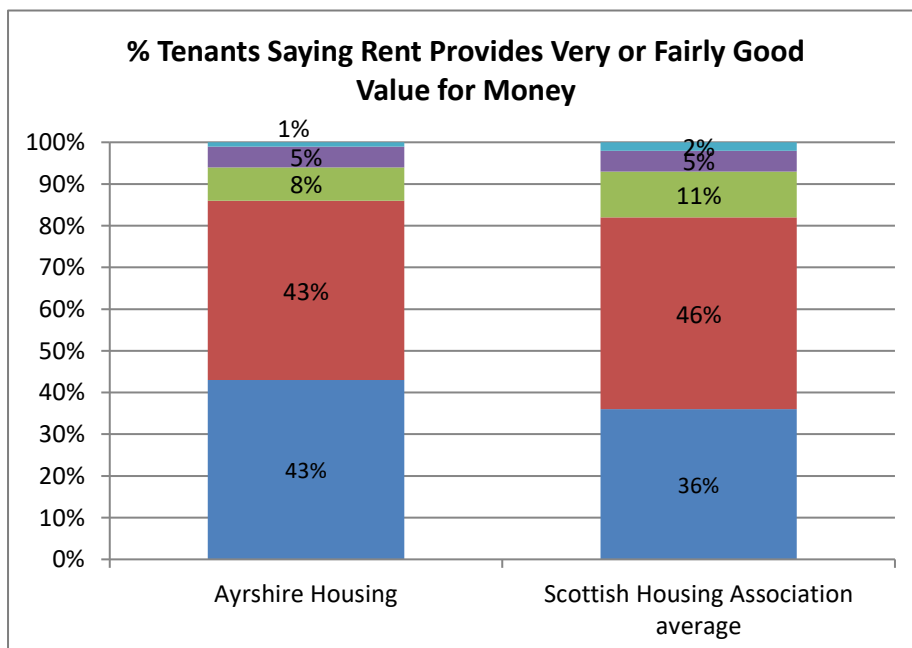
Tenant Opportunities to Participate in Decisions

On balance, 87% of tenants are satisfied with the opportunities they have for participating in the housing decisions of Ayrshire Housing. This is a good result and represents an increase on the figure reported during the last survey as well as being on a par with the Scottish average.



Is Rent Paid Value for Money?

Tenants clearly need to feel that the rent they pay to Ayrshire Housing represents value for money for the housing and related services they receive. As illustrated, value for money is higher amongst Ayrshire Housing tenants (86%) than the Scottish housing average (82%).



NEXT STEPS

Ayrshire Housing's Staff Team is currently reviewing the survey report. They will use the information it contains to assess their performance overall including identifying areas for improvement across key services such as repairs, and housing quality. Staff at Ayrshire Housing can provide you with further details.

Thanks to those tenants that participated in the survey.

Alan Kennedy
Knowledge Partnership