



# 543

INTERVIEWS

APR

MAY

18

→ 13

## Background to the survey

Research Resource spoke to 543 Glen Oaks Housing Association (GOHA) tenants to find out how satisfied they were with the Association and the services provided. This is done to report back to the Scottish Housing Regulator and allows GOHA to improve their services for customers.

## Overall service

# 95%



were satisfied with the **overall service** provided by Glen Oaks Housing Association.

## Information and participation

# 98%



said the Association was good at **keeping tenants informed** about services and decisions.

# 99%



were satisfied with the **opportunities to participate** in GOHA's decision making process.

## Customer contact

# 97%



prefer to get in touch by phone

# 97%



were satisfied with the contact they had with GOHA during the pandemic

## Communications

The top 3 ways tenants prefer to be kept informed were:



**1** By letter



**2** By newsletter



**3** By text message

## Quality of the home

# 97%



were satisfied with the **quality of their home.**

## Repairs service

# 92%



were satisfied with the **repairs service.**

## Value for money

# 83%



said the rent for their home offered good **value for money.**

## The neighbourhood

# 98%



were satisfied with GOHA's contribution to the **management of the neighbourhood**