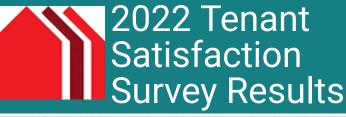
Glen Oaks HOUSING ASSOCIATION





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

Information and participation



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

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%

by phone

prefer to get in touch



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:



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**

Thank you for taking part in the survey. If you have any questions regarding the tenant satisfaction survey please contact **Research Resource** on **0141 641 6410**