

Tenant Satisfaction Survey 2019

What did we do?

1017

INTERVIEWS

A total of 1017 questionnaires were completed with tenants either by post, email or telephone. The aim of the survey was to find out how satisfied they were with their neighbourhood, home and services provided by the Association. The results from the survey allow Langstane Housing Association to improve their services for customers.

What did you tell us?



79%

satisfied overall with service provided by Langstane Housing Association



81%

rated the Association as good at keeping you informed



72%

satisfied with the opportunities to participate



73%

satisfied with management of the neighbourhood



80%

satisfied with the quality of your home



65%

rated rent as good value for money



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All data is confidential and anonymous. It is held in accordance with the General Data Protection Regulations.