

Oak Tree Housing Association Tenant Satisfaction Survey 2018

What did we do?

1034

INTERVIEWS

We spoke to 1034 Oak Tree Housing Association tenants to find out how satisfied they were with the Association and the services they provide. This is done to report back to the Scottish Housing Regulator and allows the Association to improve their services for customers.

What did you tell us?



92%

◆ 0%

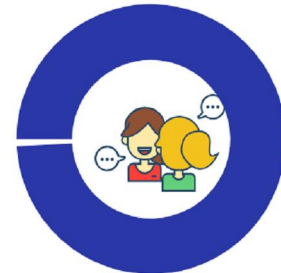
satisfied overall with service provided by Oak Tree Housing Association



98%

▲ 4%

rated the Association as good at keeping you informed



99%

▲ 8%

satisfied with the opportunities to participate



88%

▼ 5%

satisfied with repairs and maintenance



89%

▼ 2%

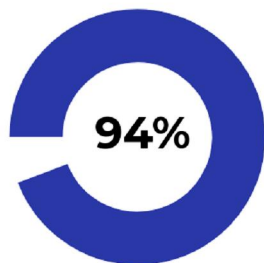
satisfied with the quality of your home



80%

▼ 7%

rated rent as good value for money



94%

▲ 2%



satisfied with management of the neighbourhood



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