

**Tollcross Housing Association**  
**Customer Satisfaction Survey Results 21/22**

Regular readers of our quarterly newsletter and those who visit our website will know that customer feedback is something we are committed to seeking. We have a variety of ways in finding out how we've done in providing our services to you and below is an outline of the results of our satisfaction survey questions. We carry out a full survey every three years and you'll see the results of the most recent survey in 2019 below. Beside these survey results, you'll see the results for quarter 1 and quarter 2 of the year 21/22 and these surveys are undertaken by an independent company, Research Resource. You will also see that we're gathering information from you about how you think we've performed during the pandemic so far.

Thank you to everyone who has taken part in these surveys. It really does help us improve our services to you.

ARC Indicator	Question	Tollcross				
		2019 Full Survey 910 sample	Q1 May-Jun '21 80 sample	Q2 Jul-Sept '21 120 sample	Q3 Oct-Dec '21	Q4 Jan-Mar '22
Indicator 1	Percentage of tenants satisfied with the overall service provided by their landlord	96%	84%	90%		
Indicator 2	How good or poor do you feel Tollcross is at keeping you informed about their services and decisions	100%	Not asked in monthly questionnaire – Full Tenant Satisfaction Survey only			
Indicator 5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	100%	Not asked in monthly questionnaire – Full Tenant Satisfaction Survey only			
Indicator 7	Percentage of tenants satisfied with the quality of their home	95%	91%	95%		
Indicator 12	Percentage of tenants who thinking about the LAST repair carried out within the last 12 months were satisfied with the repairs service provided by their landlord	95%	86%	96%		
Indicator 13	Percentage of tenants satisfied with the management of the neighbourhood they live in	97%	Not asked in monthly questionnaire – Full Tenant Satisfaction Survey only			
Indicator 25	Percentage of tenants who feel that the rent for their property represents good value for money	98%	Not asked in monthly questionnaire – Full Tenant Satisfaction Survey only			
Indicator 29	Percentage of factored owners satisfied with the factoring service they receive	74%	Not asked in monthly questionnaire – Full Owners' Satisfaction Survey only			
Non ARC Covid-19	Percentage of customers who feel the Association kept them informed of the changes to services available due to Covid-19.	NA	78%	86%		
Non ARC Covid-19	Percentage of customers making contact with the Association during the pandemic who are satisfied with this contact with us	NA	71%	78%		