

# 2022 Tenant Satisfaction Survey Results

**320**  
INTERVIEWS



## Background to the survey

Research Resource spoke to 320 Melville Housing Association tenants to find out how satisfied they were with their landlord and the services provided. This is done to report back to the Scottish Housing Regulator and allows Melville Housing Association to improve their services for customers.

### Overall service

**88%**



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

### information and participation

**96%**



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

**98%**



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

### Customer contact

**88%**



were satisfied with the way Melville responded to tenants during **the pandemic**.

**77%**



preferred to have **contact** with the Association by phone in future.

### Community services

Community services that were most important for Melville tenants were:

- 1 Providing support for **vulnerable tenants**
- 2 Providing help with **energy costs**
- 3 Providing **money advice/ welfare benefits** services

### Quality of the home

**88%**



were very or fairly satisfied with the **quality of their home**.

### The repairs service

**80%**



were satisfied with the **repairs and maintenance service**.

**84%**



of tenants said they had an **appointment** that was kept.

### Value for money

**83%**



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

### The neighbourhood

**90%**



were satisfied with Melville'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**