

# EAST LoTHIAN HOUSING ASSOCIATION

## 2019 Tenant Satisfaction Survey Results

703

interviews

### What did we do?

We spoke to 703 ELHA tenants to find out how satisfied they were with ELHA and the services provided. This is done to report back to the Scottish Housing Regulator and allows ELHA to improve their services for customers.

### What did you tell us?

92%  18%



satisfied with participation opportunities

98%  9%



satisfied with being kept informed

93%  5%



satisfied with the repairs service

94%  6%



satisfied with overall service provided

93%  3%



satisfied with the quality of the home

95%  3%



satisfied with ELHA's contribution to the management of neighbourhood

80%  10%



said rent was good value for money

Arrows show % change since the 2016 Tenant Satisfaction Survey with significant increases shown in green and decreases shown in red