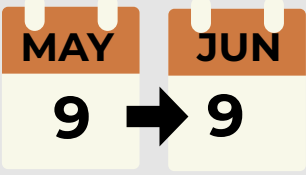


East Lothian Housing Association Tenant Satisfaction Survey Results 2025

752

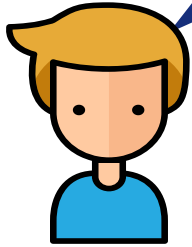
INTERVIEWS



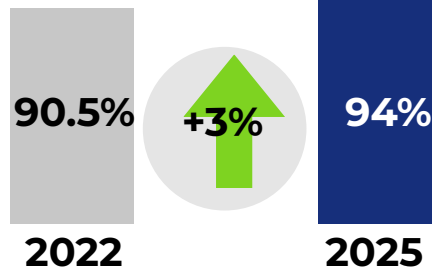
Background to the survey

We spoke to 752 East Lothian Housing Association (ELHA) tenants to assess satisfaction with the services their landlord provides. This is done to report back to the Scottish Housing Regulator and allows ELHA to monitor and improve their services for tenants. This newsletter presents an overview of the key findings from the 2025 survey and compares these to the results from ELHA's 2022 tenant survey and also the Scottish Average for all social landlords for the year 2023/2024.

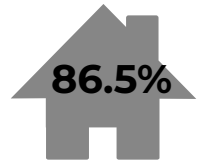
Taking everything into account, how satisfied are you with the overall service provided by ELHA?



94% of you told us that you were either very or fairly satisfied with the **overall service provided by ELHA**. This is higher than the 2022 survey (91%).

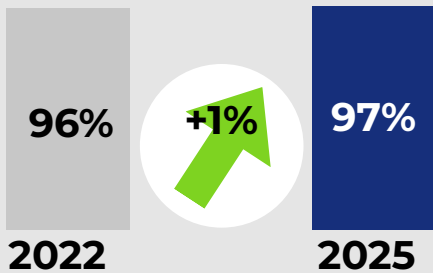


Scottish Average

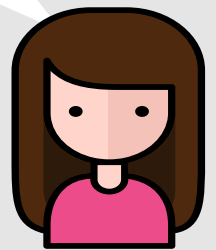
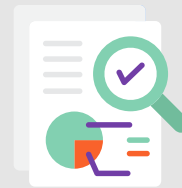
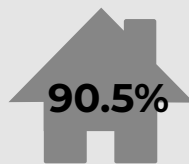


97% of you said that ELHA was either very or fairly good at **keeping you informed about their services and decisions** which is slightly higher than the 2022 survey (96%).

How good or poor do you feel your landlord is at keeping you informed about their services and decisions?

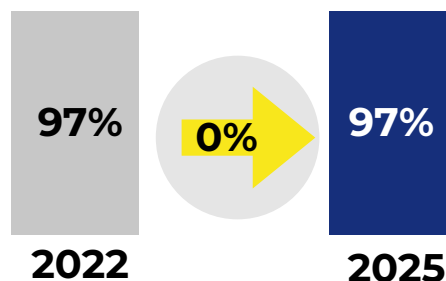


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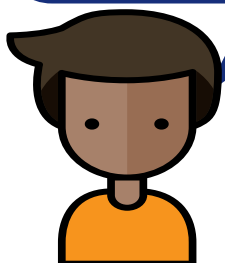
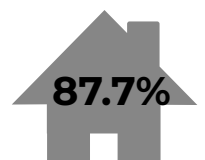


How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?

97% of you said you were satisfied with **participation opportunities**, which is the same as the 2022 result (97%).

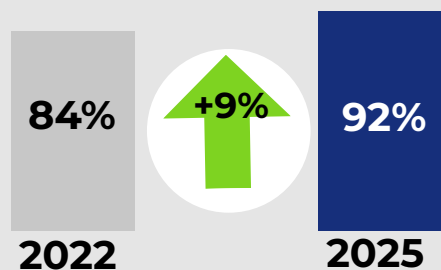


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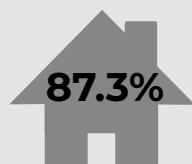


More than 9 in 10 of you who had reported **repairs** in the last 12 months were satisfied with the service you received (**92%**). Satisfaction is higher than the 2022 survey (84%).

Thinking about the **LAST** time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?

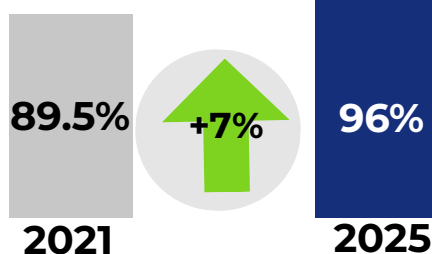
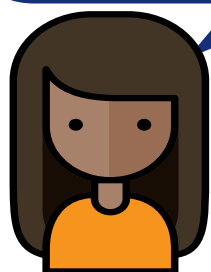


Scottish Average



Overall, how satisfied or dissatisfied are you with the quality of your home?

96% of you said you were very or fairly satisfied with the **quality of your home**. This is significantly higher than the 2022 survey (89.5%).

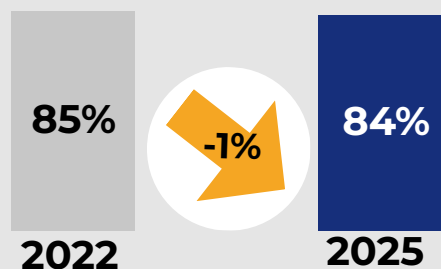


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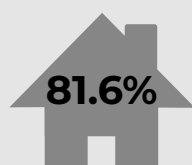


84% of you said you felt the rent for your home was good **value for money**. This is marginally lower than the 2022 survey (85%).

Taking into account the accommodation and services your landlord provides, to what extent do you think that the rent for this property represents good or poor value for money?

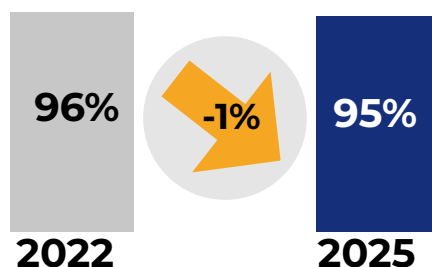
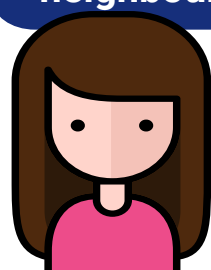


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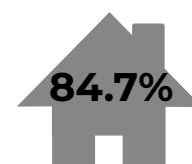


Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?

95% of you were satisfied with your landlord's contribution to the **management of the neighbourhood** you live in, and is marginally lower than in 2022 (96%).



Scottish Average



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**