



# North View Housing Association

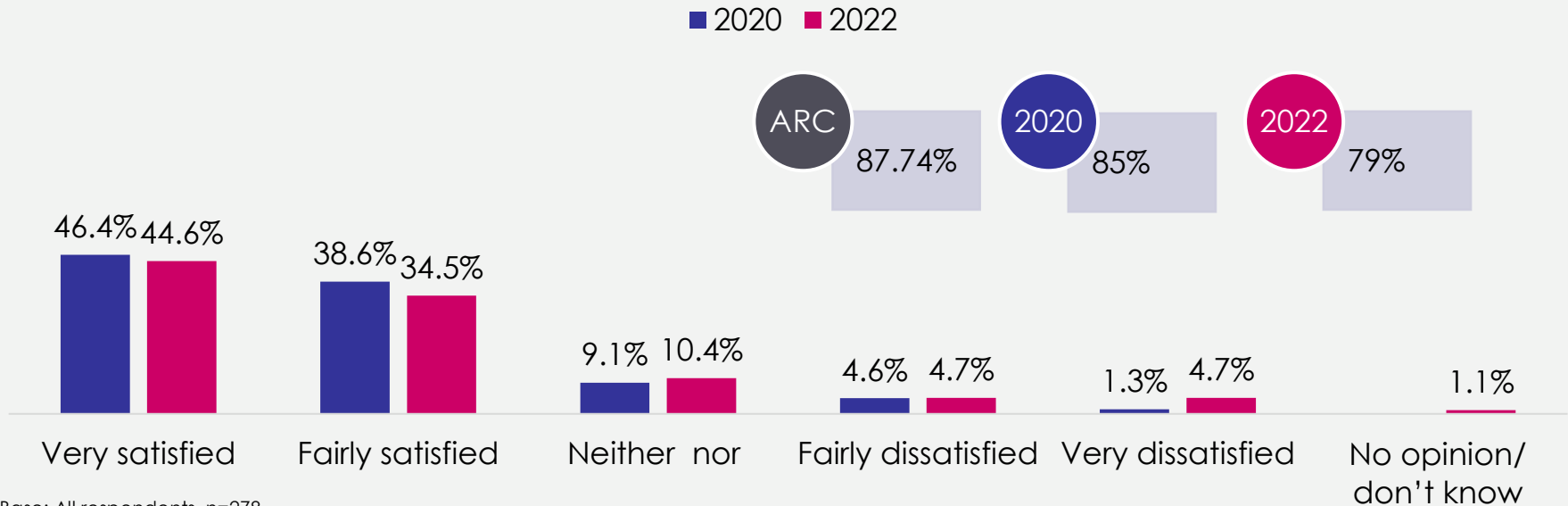
Tenant Satisfaction  
Survey 2022

# What did we do?

- Research Resource carried a customer satisfaction survey on behalf of North View Housing Association.
- **Methodology:** face to face and telephone
- **Response:** A total of 278 tenants and 22 owners were surveyed between 25<sup>th</sup> of July and the 24<sup>th</sup> of August 2022
- **Robust and representative:** This is a 40% response rate and providing data accurate to +/- 4.6%. It is also spread across all of the Association's stock.

# Overall satisfaction

Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by North View Housing Association (NVHA) as your landlord?

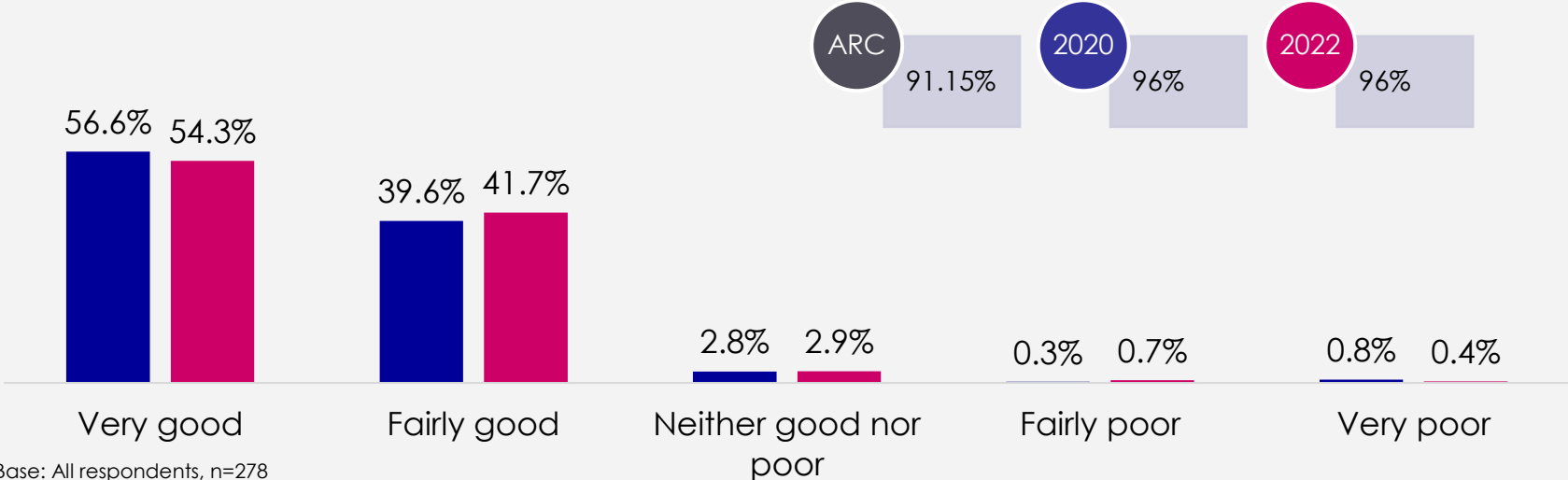


Base: All respondents, n=278

# Keeping tenants informed

Q7 How good or poor do you feel NVHA is at keeping you informed about their services and decisions?

■ 2020 ■ 2021

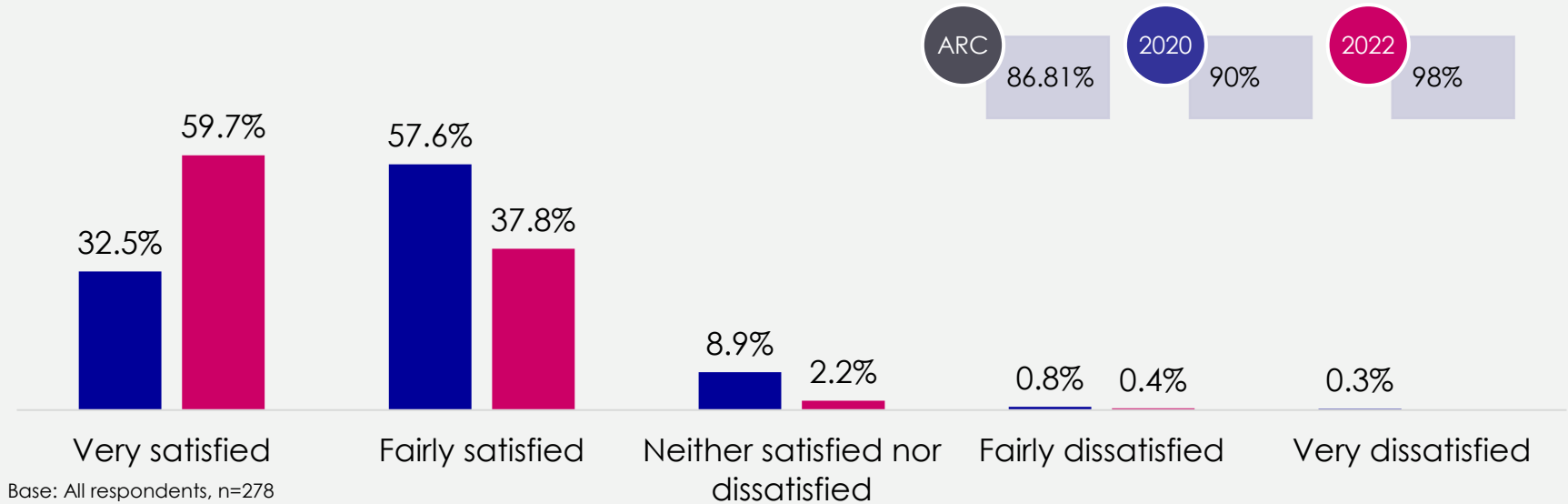


Base: All respondents, n=278

# Satisfaction with opportunities to participate

Q9 How satisfied or dissatisfied are you with the opportunities given to you to participate in NVHA's decision making processes?

■ 2020 ■ 2022

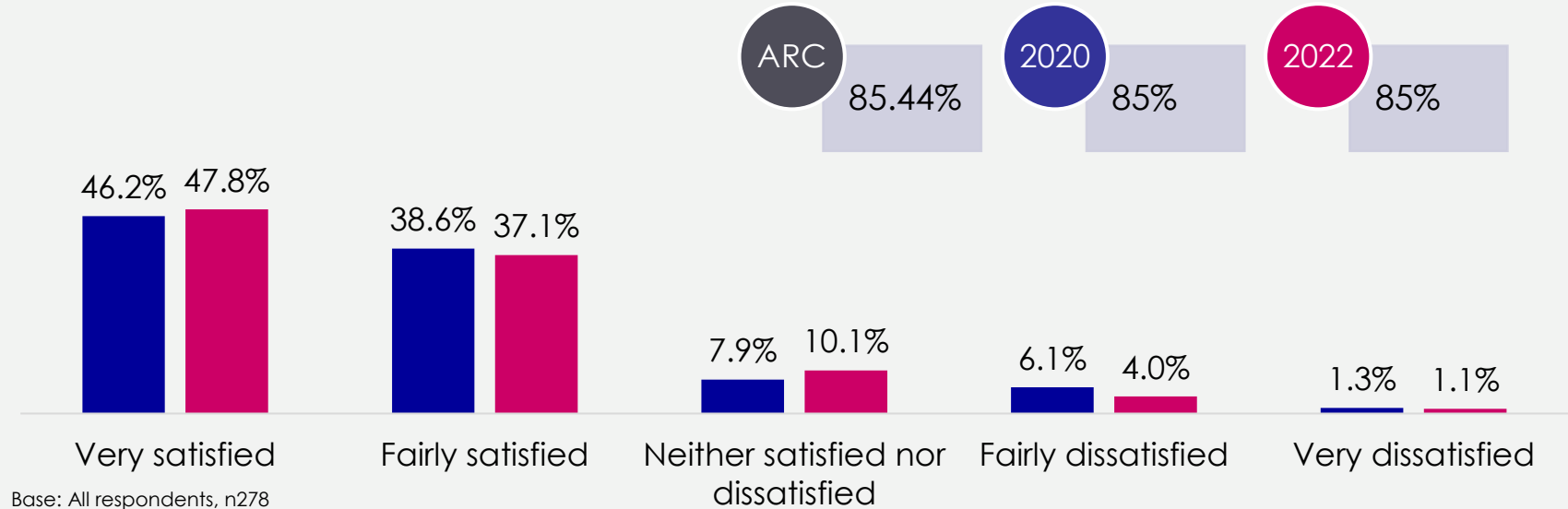


Base: All respondents, n=278

# Satisfaction with quality of the home

Q23 Overall, how satisfied or dissatisfied are you with the quality of your home?

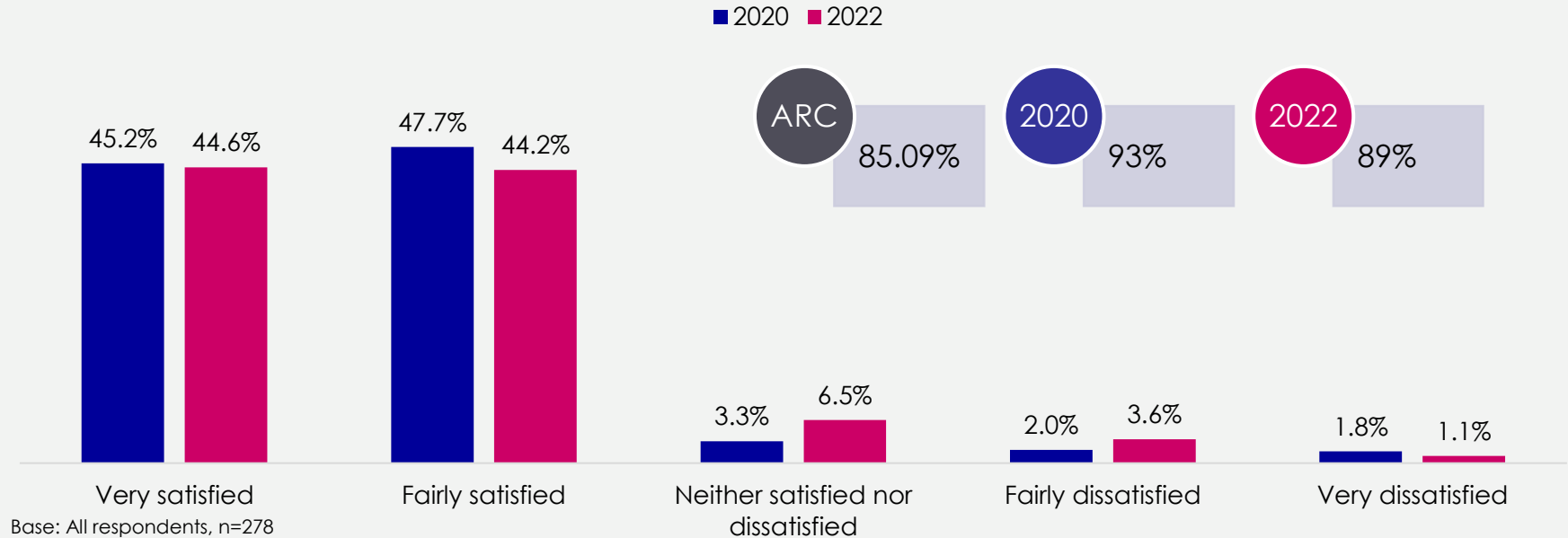
■ 2020 ■ 2022



Base: All respondents, n278

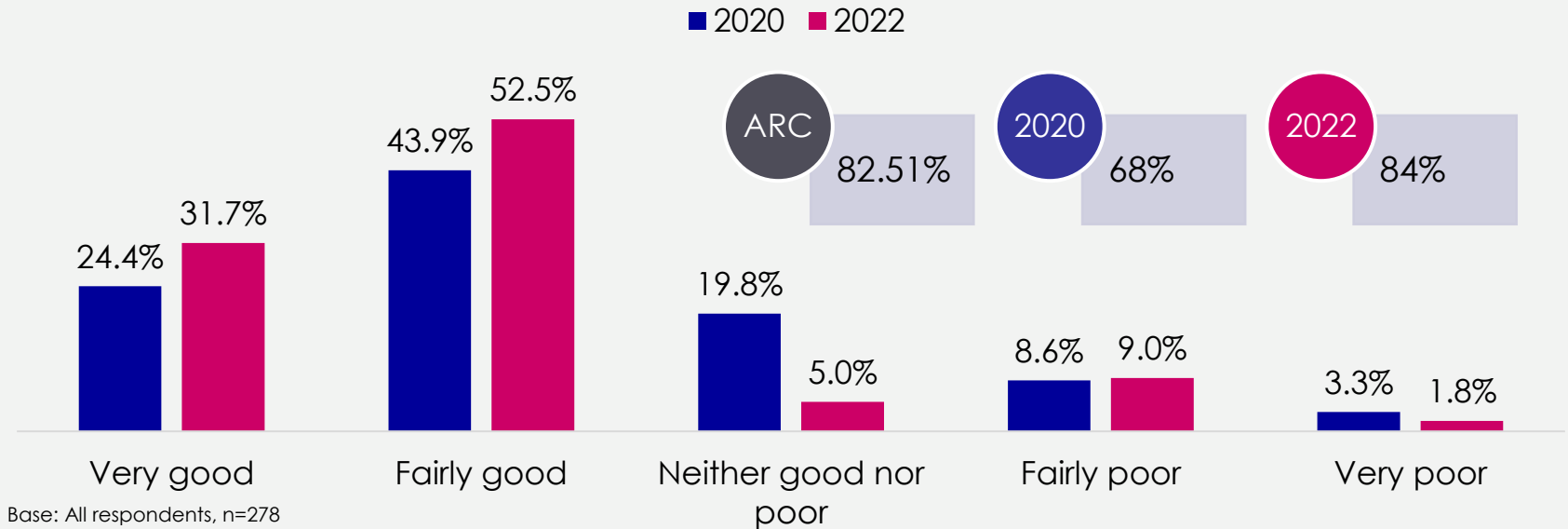
# Contribution to the management of the neighbourhood

Q24 Overall, how satisfied or dissatisfied are you with North View's contribution to the management of the neighbourhood you live in?



# Value for money

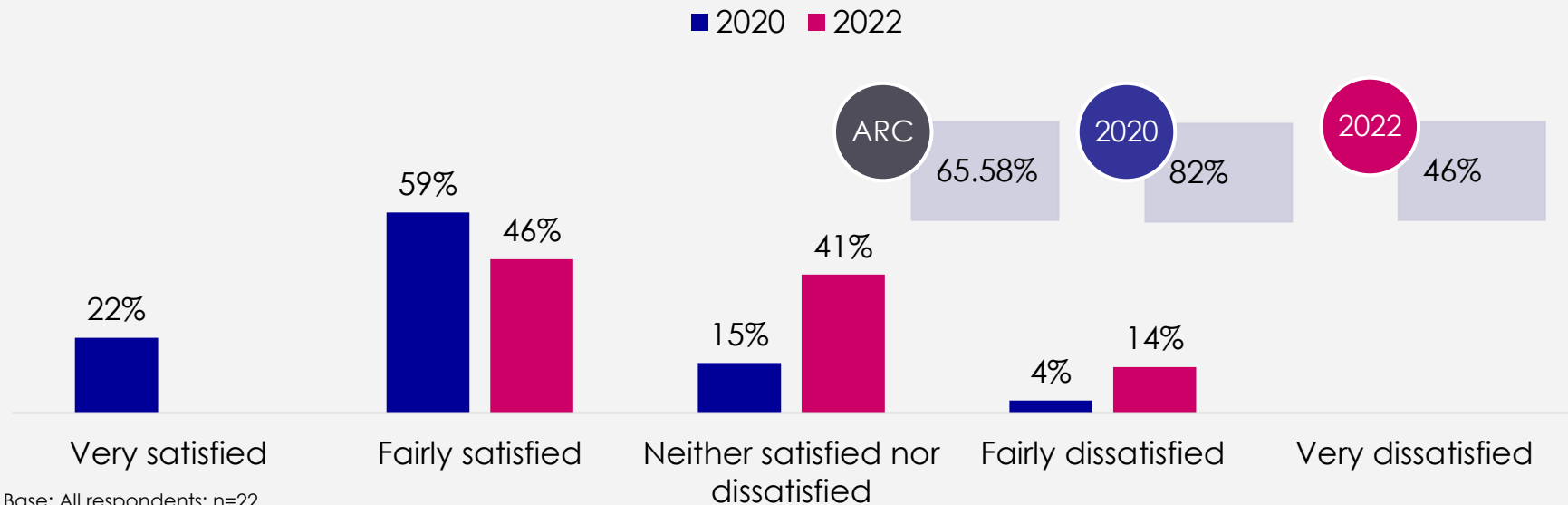
Q25 Taking into account the accommodation and services your landlord provides, do you think your rent for this property represents good or poor value for money?





# Satisfaction with factoring service

Q9 Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by North View Housing Association (NVHA)?



Base: All respondents: n=22



Pay Your Rent

Make a Complaint

Tenant Login

Report a Repair

Coming SOON

## Communications preferences



**69%**  
newsletter



**18%**  
telephone  
(24% 16-34)



**53%**  
Letters



**12% text message**  
(24% 16-34)

**73% have internet access and, of those, 28% had visited the Association's website**

## Customer care and contact

**94%** said North View's opening hours were convenient

**92%** said telephone was their preferred method of contacting the Association.

**81%** were satisfied with the **customer care** provided when they had been in contact

**92%** feel that North View treats them fairly



## Affordability

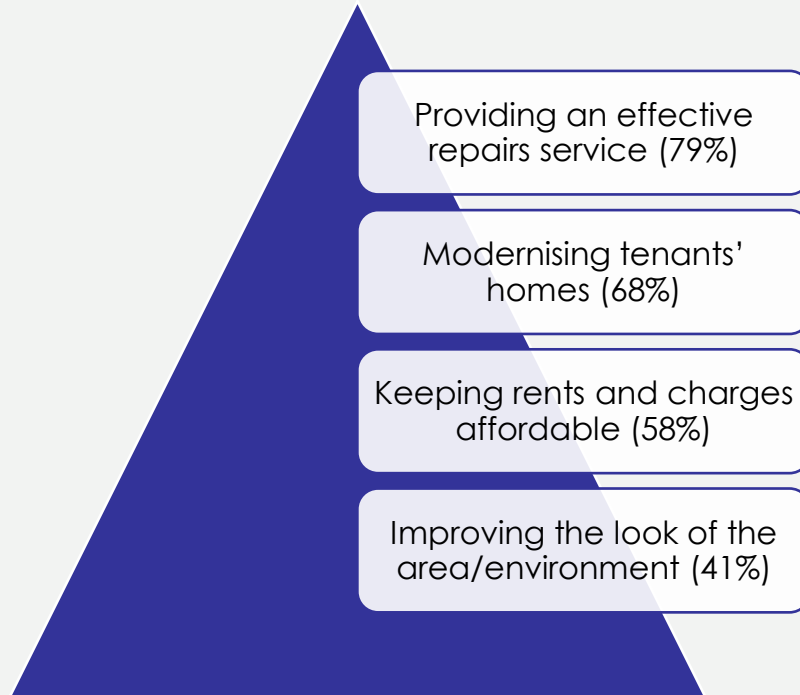
**38%** find it very or fairly easy to **afford the rent payments** for their home (51% just about affordable and 11% difficult).

**7%** find it very or fairly easy to **afford the fuel costs** for their home (51% just about affordable and 42% difficult).

**27%** have chosen **not to put their heating on** because they couldn't afford to.










# Tenant priorities



# Overview of satisfaction



## Scottish Housing Regulator indicators (Tenants only)

	2016	2018	2020	2022	Trend	ARC 2021/2 2
Overall satisfaction	90%	86%	85%	79%		88%
Keeping tenants informed	94%	95%	96%	96%		91%
Opportunities to participate	93%	96%	90%	97%		87%
Quality of the home	93%	87%	85%	85%		85%
Value for money	87%	78%	68%	84%		83%
Contribution to management of the neighbourhood	93%	92%	93%	89%		85%
Factoring service	68%	64%	82%	46%		65%