

LOCHABER HOUSING

TENANT SATISFACTION SURVEY 2024

During July to September 2024, the Association invited Knowledge Partnership, an independent market research company, to carry out a tenant satisfaction survey to establish how tenants feel about our services and where we might be able to do better. A total of 355 tenants from all housing areas were interviewed by telephone, and as the survey analysis is now complete, Knowledge Partnership has prepared the following results summary.

OVERALL SATISFACTION

84%



REPAIRS

85%



HOUSING

79%



NEIGHBOURHOOD

78%



VALUE FOR MONEY

70%



INFORMATION

88%



TENANT PARTICIPATION

75%



NEXT STEPS

Lochaber Housing's Management Team is currently reviewing the tenant survey report. We will use the information it contains to assess our performance overall including identifying areas for improvement across key services such as repairs, and housing quality.