

Ardenglen's Excellent Tenant Satisfaction Survey Results



Ardenglen Housing Association's latest tenant satisfaction survey shows the Association is outperforming the Scottish average across all benchmarked indicators. The survey questioned a sample of 396 tenants for their thoughts on the performance of the association across seven indices, covering everything from quality of their homes to the promptness of repairs. This represents 40% of Ardenglen's total tenants. Of the seven benchmarks, the standout index was satisfaction with the opportunities to get involved in decision making, with 100% satisfaction. Other statistics of note include 94% satisfied with the quality of their home and 96% thought rent was value for money.

"Our surveys are important as it tells us how we are performing and what we can do to improve our services. Our customers' views are everything to us, so I'm delighted that they have such a positive view of the services and quality of home we provide," said Ardenglen Chief Executive, David Byfield.



The survey is based on the sector-wide standards of the key Scottish Social Housing Charter indicators for customer satisfaction. General satisfaction levels remain broadly consistent with the last survey results back in 2022 with the exception of satisfaction with the quality of the home and the repairs service where satisfaction levels have both increased by 5%.

The survey showed that Ardenglen was performing above the Scottish average across all Scottish Social Housing Charter indicators. Most significantly in rent value for money at 15% above the Scottish average, satisfaction with participation opportunities 14% above and 12% above for contribution to the management of the neighbourhood. *"The quality and robustness of the data we have received back from tenants means we can be confident in using the information for future decision making regarding our priorities and the type of tenant-based activity we undertake,"* added David.