

Help us build it



Help us keep it!

**Lochfield Park**  
Housing Association



**2018**

# Tenant Satisfaction Survey- 2018

This booklet contains the results of the Scottish Housing Regulators 'Core Question's asked in our 2018 Tenant Satisfaction Survey.

Our Tenant Satisfaction Survey was conducted during July 2018.

100% of tenants (518) were visited and asked to participate in the survey with 329 surveys completed. This represents 63.5% of our tenants.

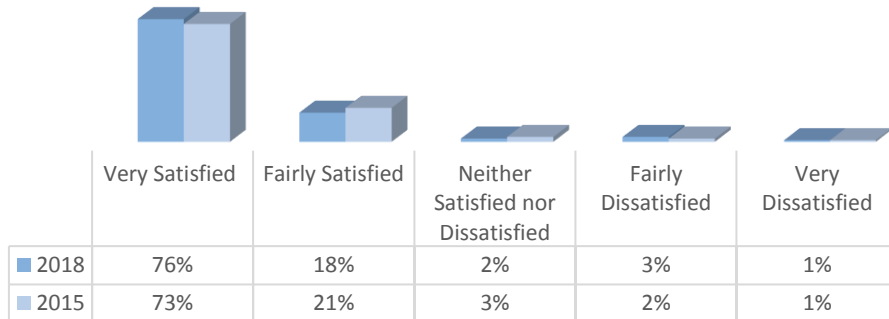
The majority of our surveys were completed face-to-face by an external surveyor with other surveys being conducted over the telephone and in office.

The survey is in two parts:

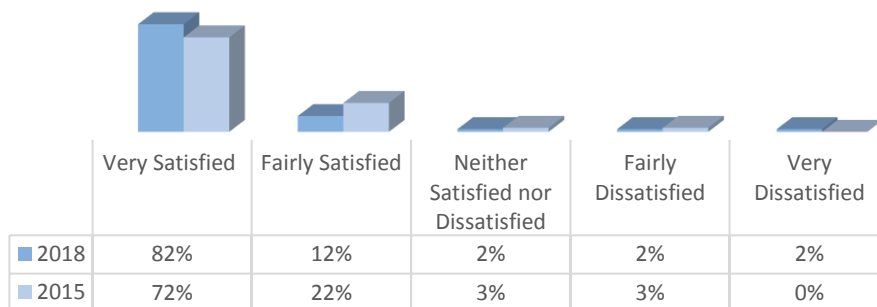
- Scottish Housing Regulator Core Questions,
- Lochfield Park HA Ltd supplementary questions.

The results of Lochfield Park's full Tenant Satisfaction Survey is available on request.

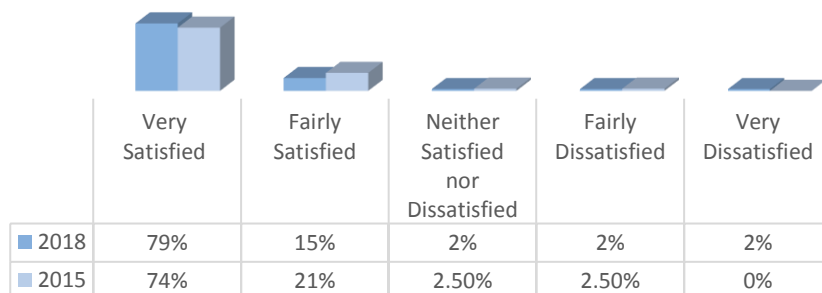
**1. “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lochfield Park Housing Association?”**



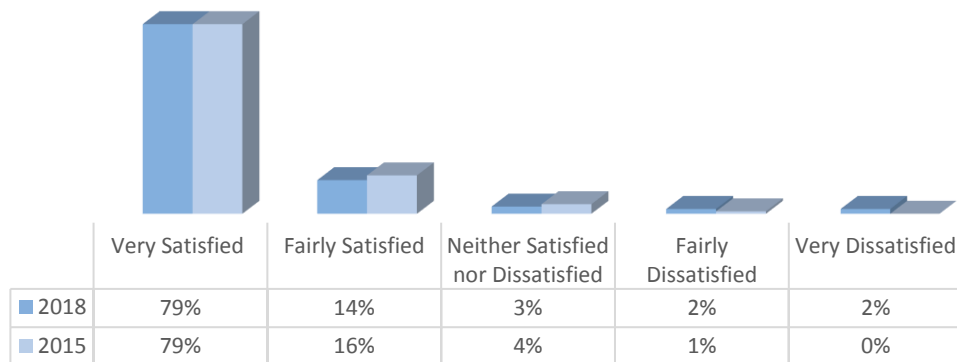
**2. “Overall, how satisfied or dissatisfied are you with the quality of your home?”**



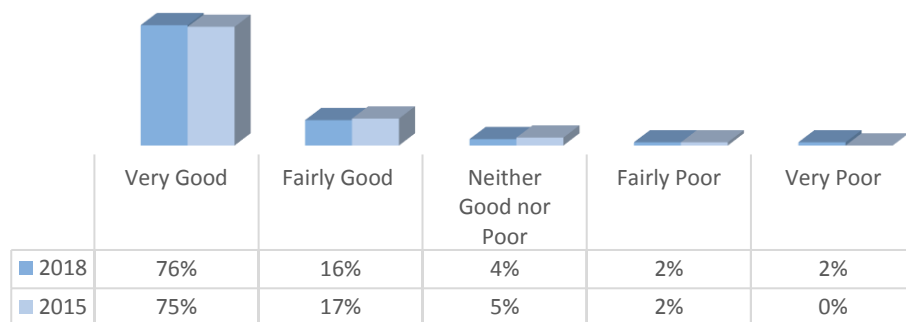
**3. “Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?”**



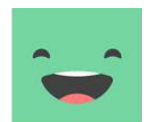
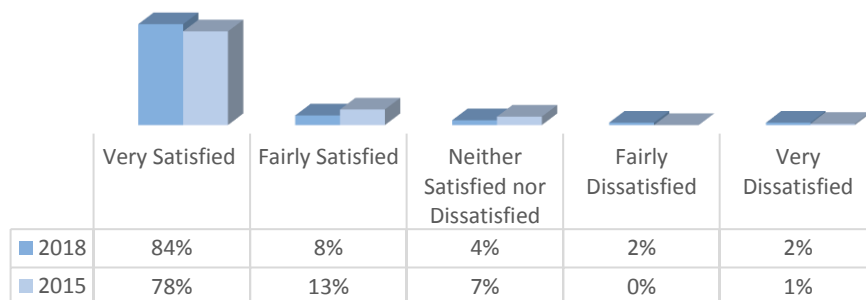
**4. “Overall, how satisfied or dissatisfied are you with Lochfield Park’s Management of the neighbourhood you live in?”**



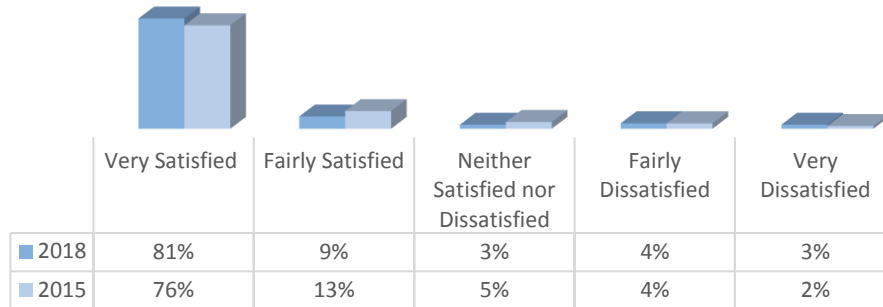
**5. “Taking into account the accommodation and services that Lochfield Park provides, do you think the rent for the property provides good value for money?”**



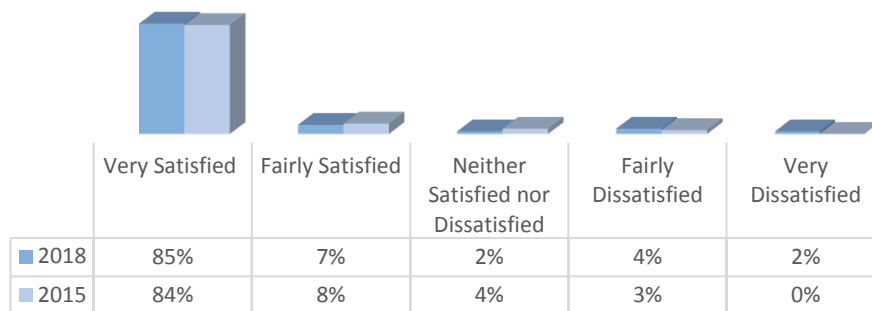
**6. “How satisfied are you with the opportunities given to you to participate in Lochfield Park’s decision making process?”**



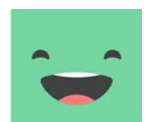
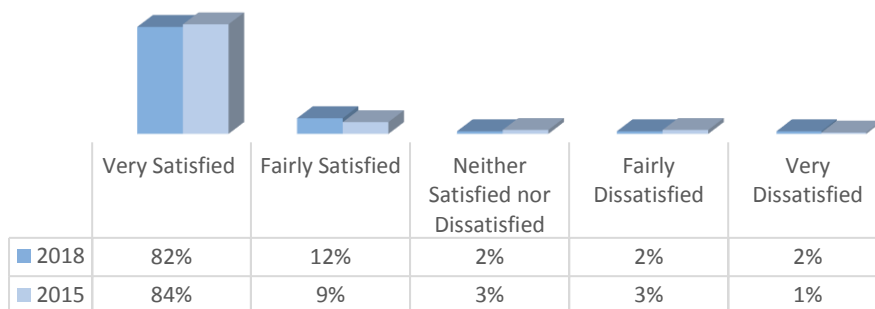
**7. “Generally how satisfied or dissatisfied are you with the way Lochfield Park deals with repairs and maintenance?”**



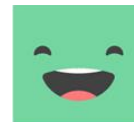
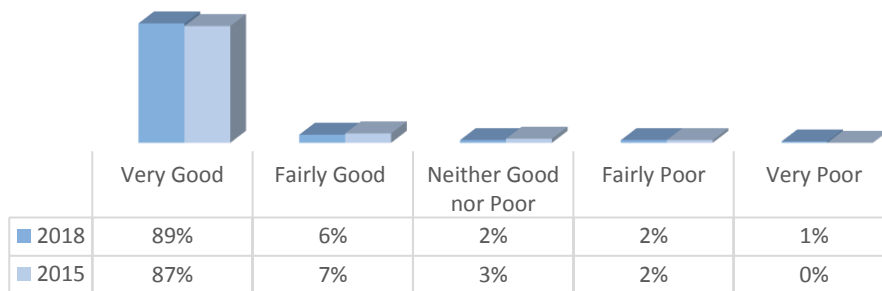
**8. “How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?”**



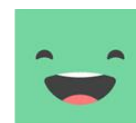
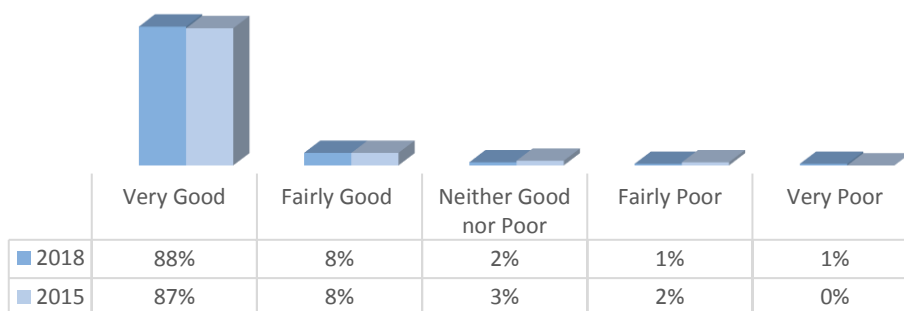
**9. “Thinking of the last time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Lochfield Park?”**



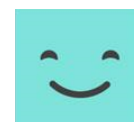
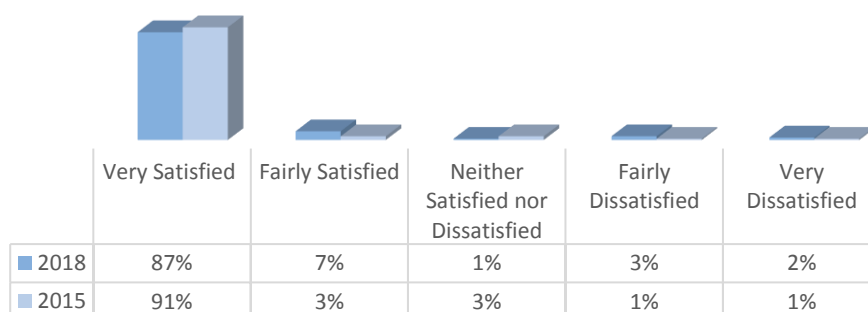
**10. “How good or poor do you feel Lochfield Park is at keeping you informed about their services and decisions?”**



**11. “How good do you feel your landlord is at keeping you informed about housing related issues that might affect you as a tenant?”**



**12. “Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?”**



# Tenant Feedback



**“WE FOUND MOVING IN STRESS FREE. THE STAFF WERE VERY HELPFUL”**



*I am happy being a Lochfield Park tenant, my neighbours are good and my home is perfect for me*

**“MY FLAT IS COMFORTABLE AND I HAVE NICE NEIGHBOURS... THE ASSOCIATION STAFF ARE ALWAYS FRIENDLY AND HELPFUL”**



We are always looking for ways to improve our service to our tenants and welcome any feedback that you may wish to give.

If you would be interested in joining a Tenant Forum/Scrutiny Panel to work closely with us to improve our services please contact the office.

Additionally, anonymous feedback can also be posted into our Comments Box in our reception.

Thank you for participating in our 2018 Tenant Satisfaction Survey.



**Lochfield Park**  
Housing Association

Lochfield Park Housing Association Ltd.  
37 Drumlanrig Avenue  
Easterhouse  
Glasgow  
G34 0JF

Tel. 0141 771 2228 Fax. 0141 773 0015  
Email: [info@lochfield.co.uk](mailto:info@lochfield.co.uk)  
[www.lochfield.co.uk](http://www.lochfield.co.uk)

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