

Item 5 Report No 2/21 Appendix 1 – SATISFACTION RATES 2015 - 2020

(% very/fairly satisfied)	2015 (online & telephone survey)	2016 (face to face survey)	2017 (face to face survey)	2019 (face to face survey)	2020 (telephone survey)	LA ave 2018-19 (source ARC)
1 – Satisfaction with overall service provided	78%	83%	83%	87%	88%	86%
2 - Keeping tenants informed about services and decisions (% very/ fairly good)	76%	77%	80%	79%	94%	81%
5 – Satisfaction with the opportunities given to participate in landlord's decision-making processes	62%	64%	62%	59%	94%	77%
7 - Satisfaction with quality of the home	69%	87%	86%	81%	87%	85%
12 - Satisfaction with the repairs service provided (LAST repair for repairs carried out in last 12 months)	97%	82%	82%	76%	89%	87%
13 - Satisfaction with landlord's contribution to management of the neighbourhood	70%	82%	82%	81%	92%	84%
25 – Rating of value for money of rent (% very/ fairly good)	74%	80%	80%	81%	86%	82%