

Help us build it



Help us keep it!

Lochfield Park
Housing Association

Tenant Satisfaction Survey Results 2015

	Satisfied	Neither / Nor	Dissatisfied
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lochfield Park Housing Association?	85%	8%	7%
Overall how satisfied or dissatisfied are you with the quality of your home?	89%	4%	7%
Overall how satisfied or dissatisfied are you with your neighbourhood as a place to live?	92%	4%	4%
Overall how satisfied or dissatisfied are you with Lochfield Parks management of the neighbourhood you live in?	85%	8%	7%
How satisfied are you with the opportunities given to you to participate in Lochfield Park's decision making process	79%	15%	6%
Generally, how satisfied or dissatisfied are you with the way Lochfield Park deals with the repairs & maintenance	81%	6%	13%
How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?	77%	12%	11%
Thinking of the last time you had a repair carried out, how satisfied or dissatisfied were you with the repairs service provided by Lochfield Park?	89%	3%	7%
	Good	Neither / Nor	Poor
Taking into account the accommodation and services that Lochfield Park provides, do you think the rent for this property represents good value for money?	82%	10%	8%
How good do you feel Lochfield Park is at keeping you informed about their services and decisions?	91%	4%	5%
How good do you feel your landlord is at keeping you informed about housing related issues that might affect you as a resident?	89%	7%	4%
Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?	83%	13%	4%