



**1st October 2010**

**Clydebank Housing Association Press Release**

**Clydebank Housing Association (CHA) Tenants Satisfaction Survey**

In March this year, Management Information (Scotland) carried out a face to face tenant satisfaction survey of half of Clydebank Housing Associations tenants (527). It was a great opportunity to find out tenants views, the positive aspects and their concerns regarding the services delivered by CHA. Clydebank Housing Association welcomed the results, indicating that over 96% of our tenants were satisfied with CHA as a landlord.

Some tenants took the opportunity to raise specific concerns and all comments were answered individually, with a summary being provided for all tenants

Some of the highlights from the survey include that 99% of tenants find it easy to report a repair, 99% are satisfied with responses to telephone calls, 99% are satisfied with helpfulness of Clydebank's repair staff and 97% are happy with the information provided by CHA in terms of services and activities.

Sharon Keenan, Depute Director at CHA said "Although we are delighted with the overall results, our tenants highlighted some areas of our service which they felt could be improved. To this end, the findings of the survey will be used to help establish priorities for the future and to improve our services".

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Contact: Ali Mailey, Communications Officer, Clydebank Housing Association.  
Tel 0141 941 1044/0141 533 7070, email [ali@clydebank-ha.org.uk](mailto:ali@clydebank-ha.org.uk)