

Press Release



Issued:
12 May 2025

Celebrating 40 Years with Great Tenant Satisfaction!

The results are in! Clydebank Housing Association (CHA) commissioned an independent company, Research Resource, to carry out a face-to-face tenant satisfaction survey with 485 (40%) of their tenants. 93% stated they were satisfied with the overall service.

Lynette Lees, Chief Executive, said, *“Thank you to each of the tenants who took the time to talk with Research Resource when they visited. The results were again really strong and are especially pleasing as it is a significant year for CHA – we celebrate our 40th Anniversary.*

“To know that 94% of those surveyed feel their rent offers value for money is brilliant. We are delighted that tenants recognise the efforts of our fantastic team who strive day in, day out to provide the best service possible, whilst overcoming the many challenges we all face in today’s world.”

The aim of the survey was to seek tenants’ views on the services that CHA provides and to help identify areas where the service can be improved. The research was designed to gather views on communication, customer care, accommodation, tenant involvement and key topics such as damp and mould and tenants’ physical and mental health.

Sinéad Farrell, Customer & Corporate Services Manager, said of the results, *“We are just thrilled that 99% of tenants find it easy to communicate with us, felt kept informed about services and decisions and satisfied with opportunities to participate in and influence decisions. We do try our very best! We aim to exceed customer expectations so to have some exceptionally high customer care results too was fantastic.”*

Many of the results are reported to the Scottish Housing Regulator (SHR) and can also be compared against other Registered Social Landlords across Scotland via the SHR’s website.

Sinéad concluded, *“We know there is always room for improvement and we will take all feedback received on board. We will respond to the tenants who wished their details to be passed on.”*

Photocall: Photo of our office enclosed. Other photos available on request.

Notes to Editor: Background on Clydebank Housing Association...

As at 31 March 2025, our housing stock totalled 1,211 units including over 30 Shared Ownership units. In terms of size, we are currently the largest community-controlled Housing Association in West Dunbartonshire and we employ 35 staff. We factor over

600 properties. We are run by a Management Committee made up of mainly local volunteers. We own and manage a thriving local community centre, Centre81, and have a wholly-owned subsidiary, CHA Power Ltd, which provides low-cost heat and hot water to over 380 2-bedroom homes and a local church.

Contact Details: Sinéad Farrell, Customer & Corporate Services Manager,
Clydebank Housing Association Ltd. 77-83 Kilbowie Road, Clydebank G81 1BL. Tel
No. 0141 941 1044. E-mail: sinead@clydebank-ha.org.uk Website: www.clydebank-ha.org.uk