



Tenant Satisfaction Report 2024



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This report will highlight the key details from our 2024 Tenant Satisfaction Survey.

Our results have been compared with a select peer group and against the Scottish Average, which have been obtained from the 2023/24 ARC data.

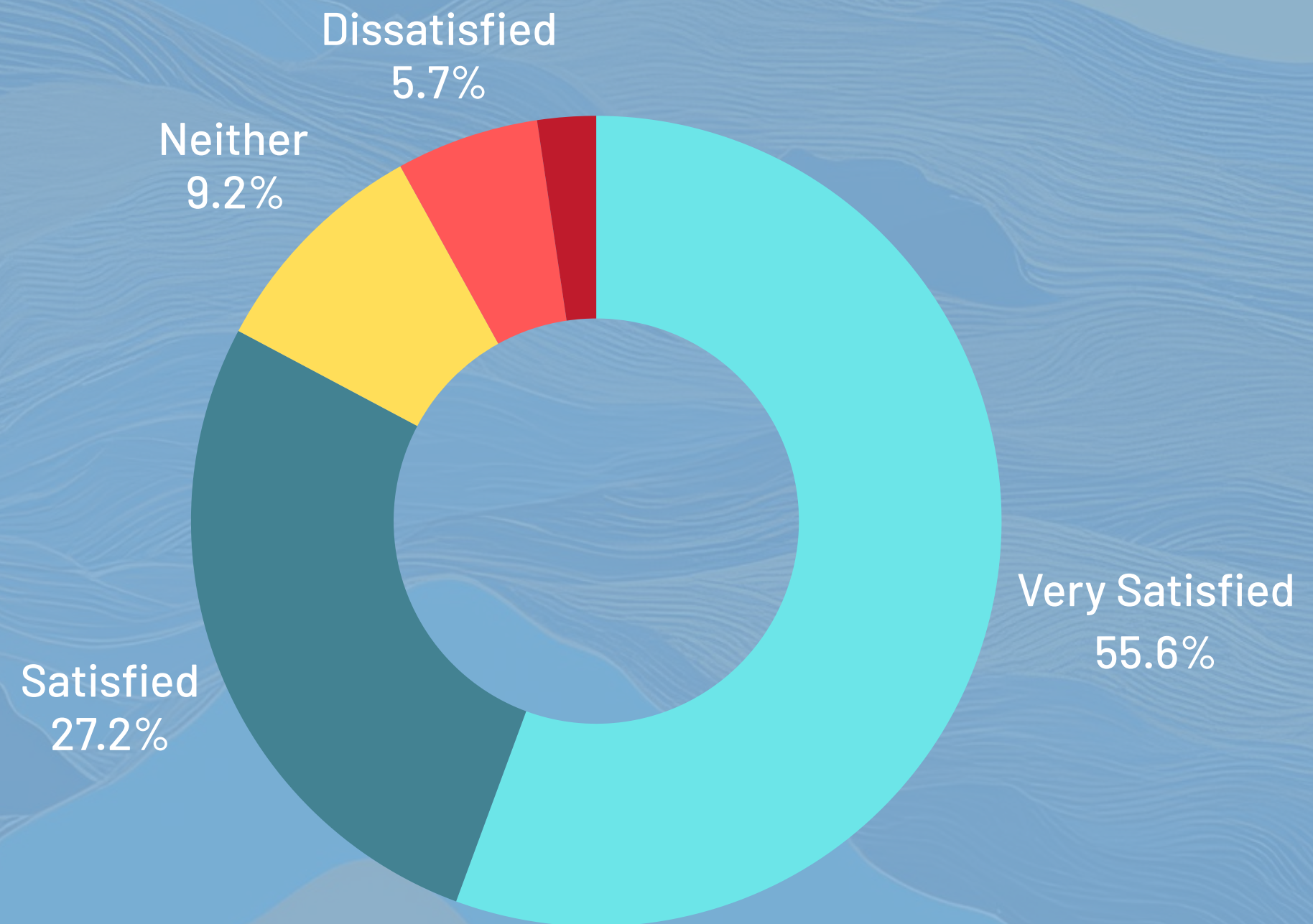
Overall Satisfaction

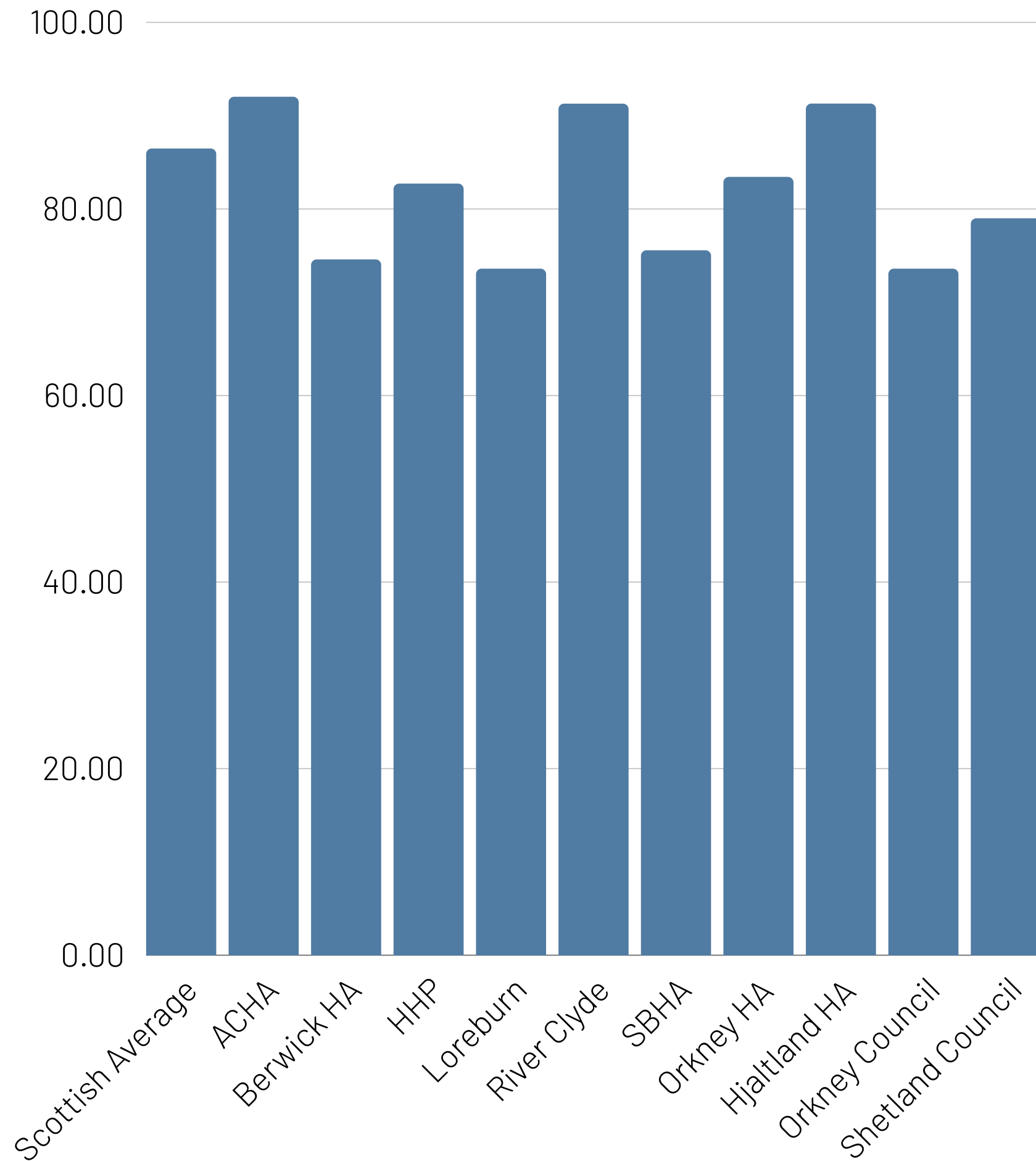
Survey Findings

Total surveyed 685

Although satisfaction has reduced slightly by 3% from previous survey, we have seen an overall reduction in dissatisfaction.

83% satisfied





Overall Satisfaction

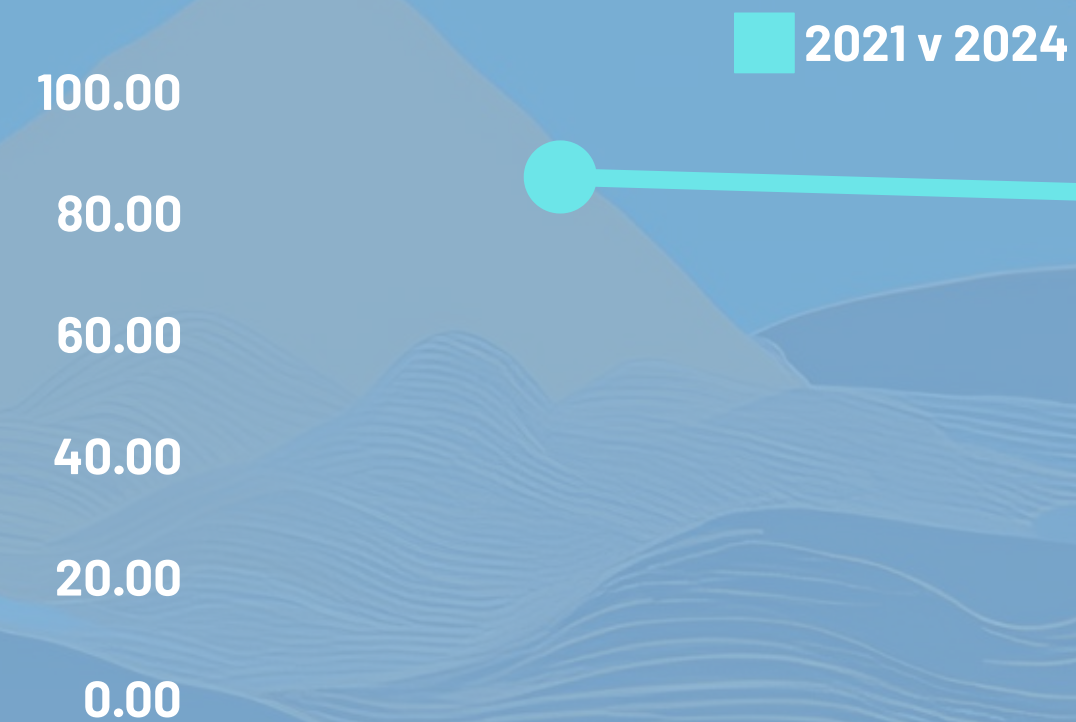
Benchmark

ARC Data

HHP: 82.72%

Peer Group Average: 81.60%

Scottish Average: 86.49%





Analysis of Results

Overall tenant satisfaction is down 3% to 82.7% from the previous survey in 2021.

We found, however, that overall dissatisfaction has not increased.

It is the number of tenants that are responding to being neither satisfied nor dissatisfied that has increased by nearly 4%.

Informed about services

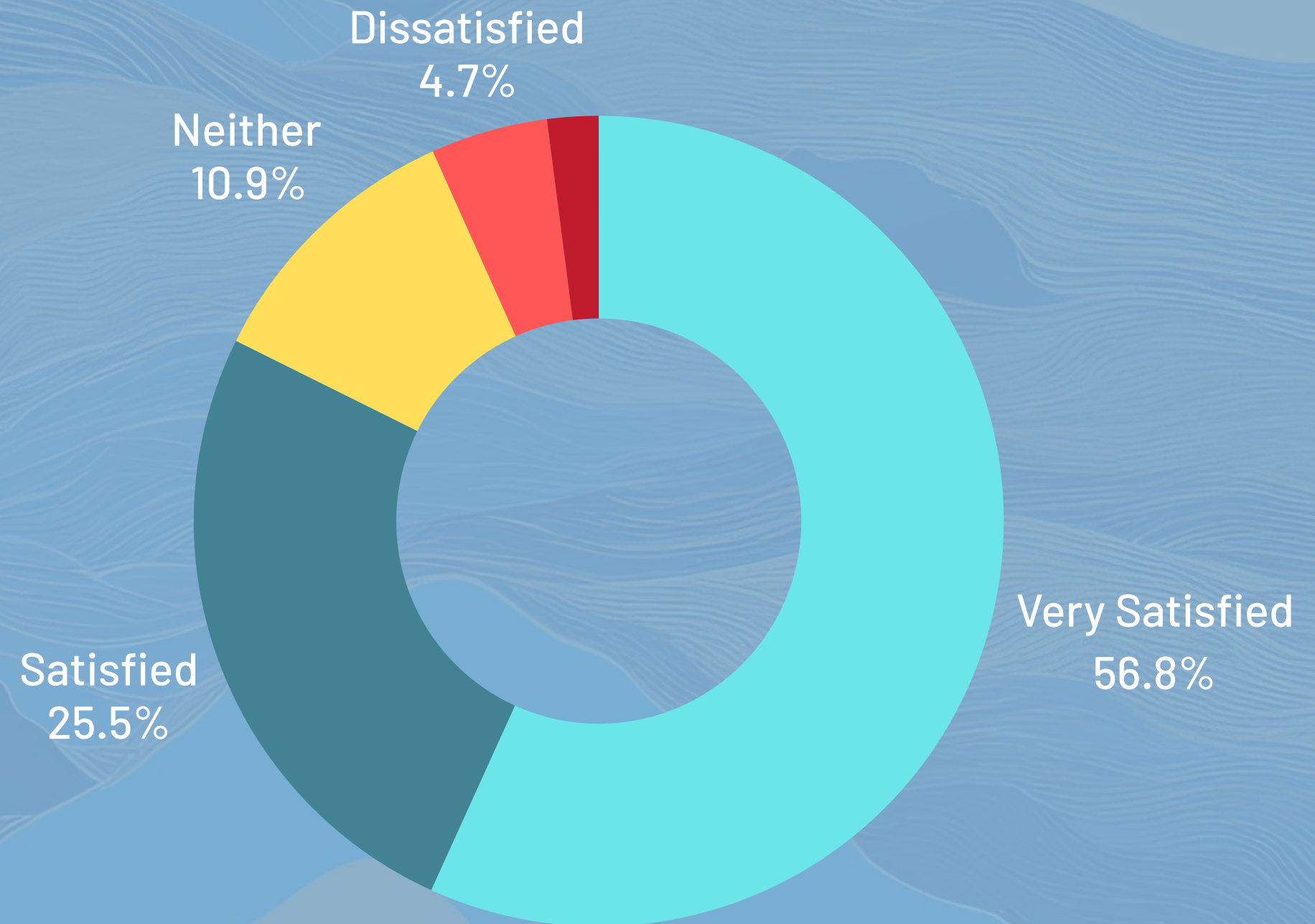
Survey Findings

Total surveyed 685

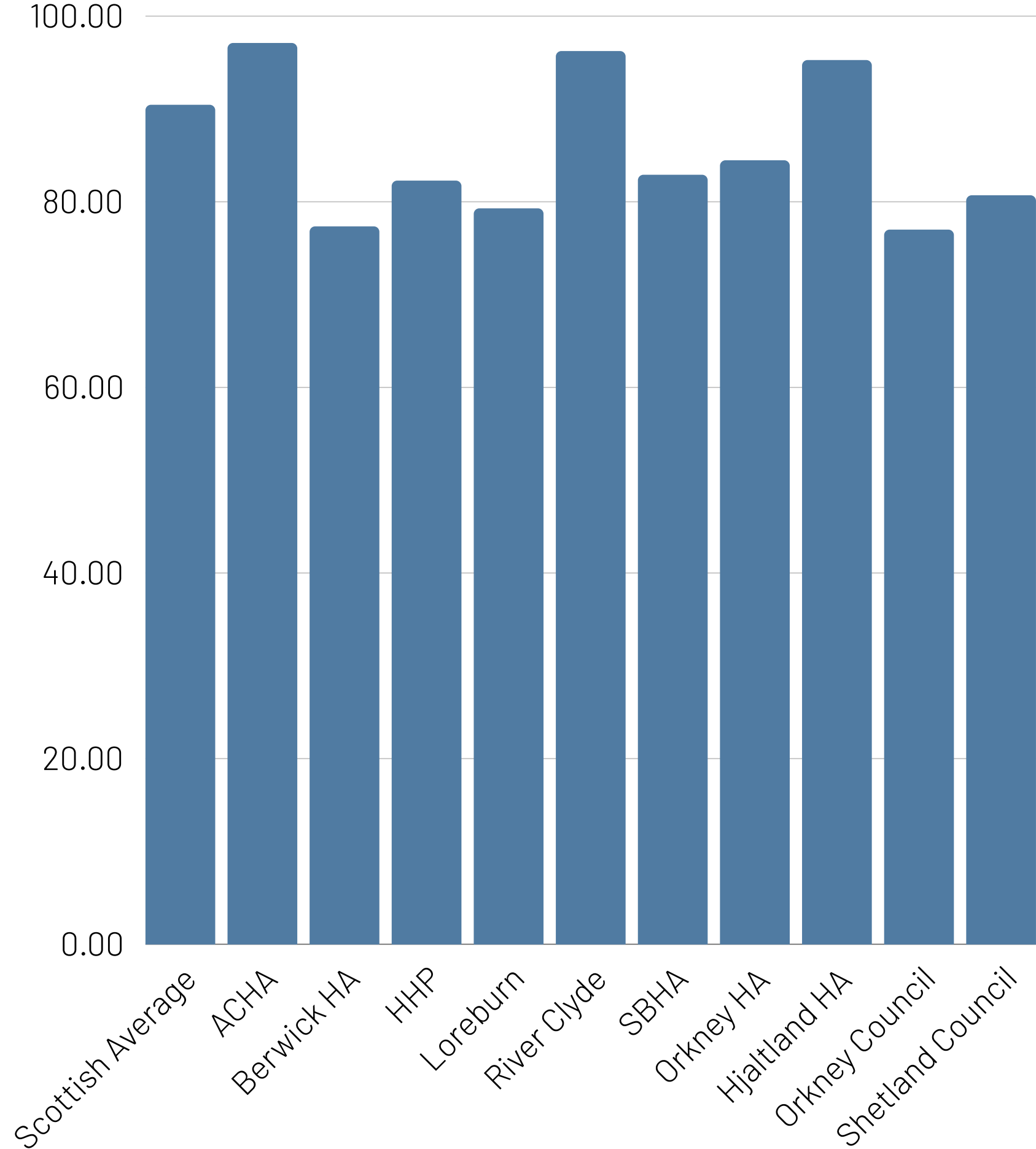
Target was 89%

Actual was 7% short

Reduction from previous survey of 7%



82.3% satisfied



Informed About Services

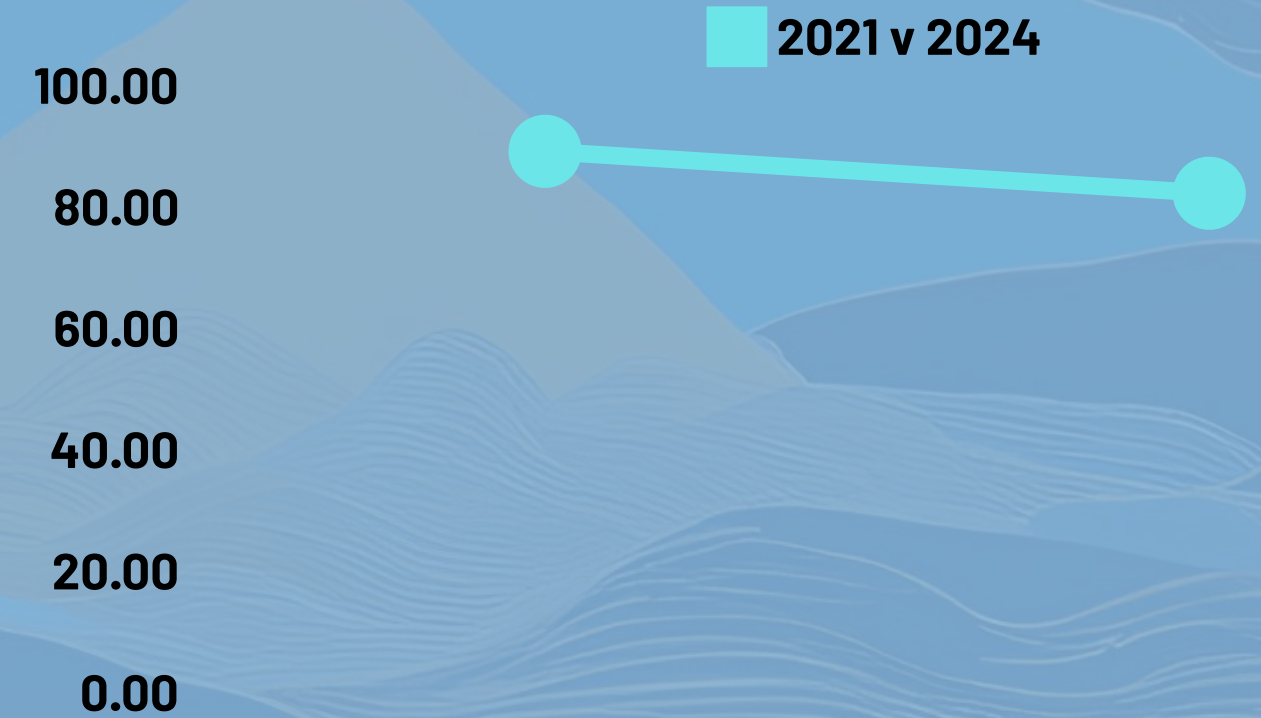
Benchmark

ARC Data

HHP: 82.28%

Peer Group Average: 85.58%

Scottish Average: 90.46%





Analysis of Results

This question had a large drop in satisfaction with an almost 7% drop, however dissatisfaction was also down by 1%.

Those answering that we were neither good or poor at keeping them informed about our services and decisions had an increase of almost 8%.

The % who said good or very good was at approximately 10% higher in Lewis than other areas.

The % of those that agree that the newsletter is a good way to share information is also higher in Lewis & Harris than the Southern Isles.

Participation opportunities

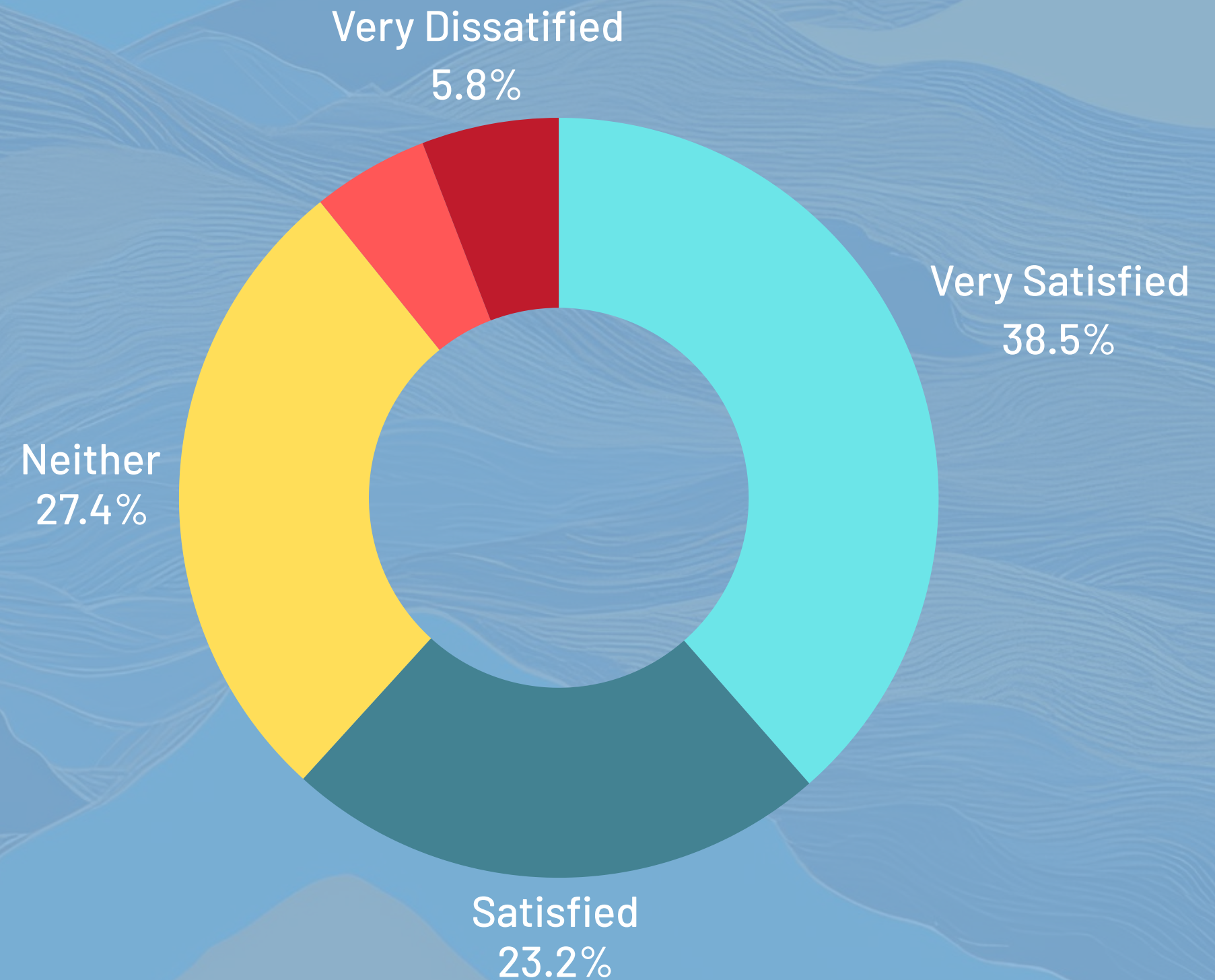
Survey Findings

Total surveyed 685

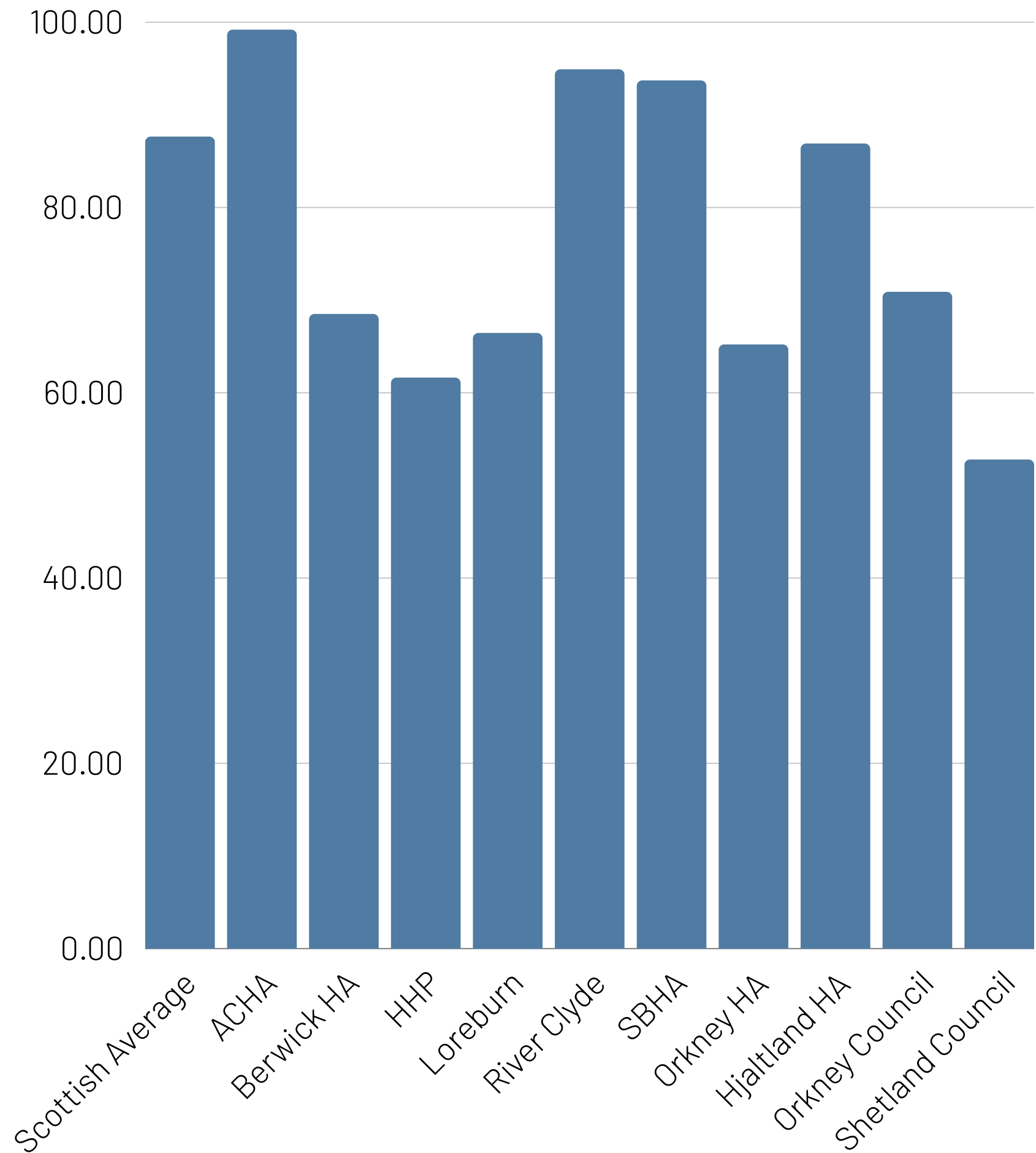
Target was 85%

Actual was 23% short

Reduction from previous survey of 23%



61.7% satisfied



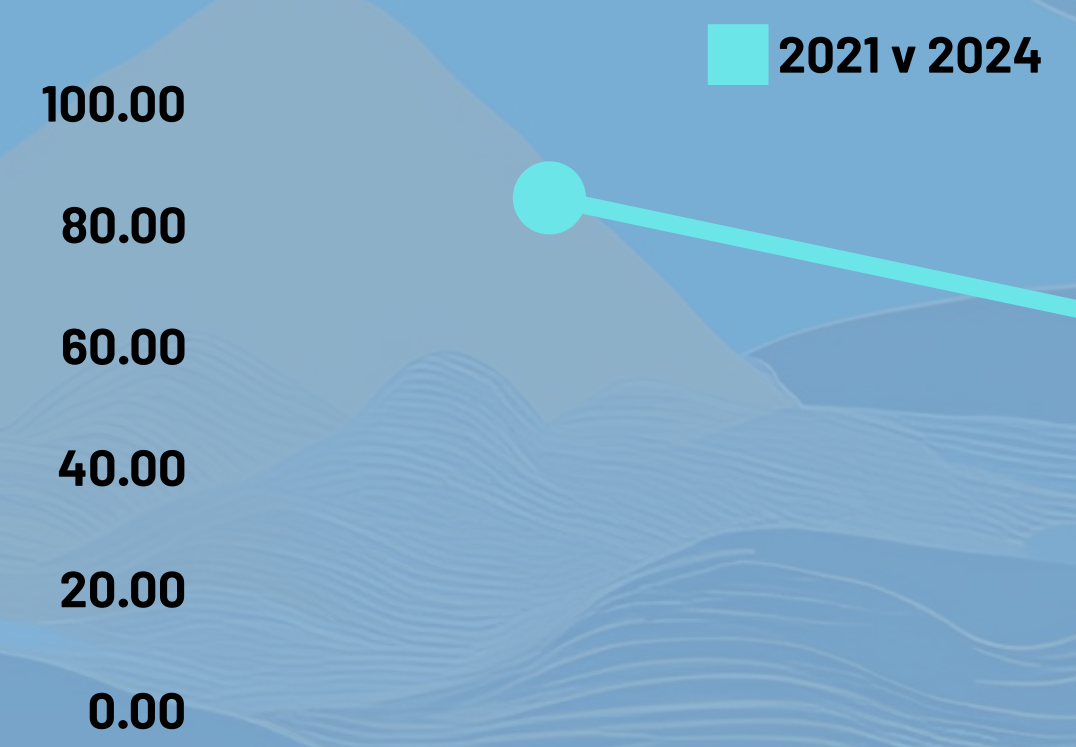
Benchmark

ARC Data

HHP: 61.64%

Peer Group Average: 77.62%

Scottish Average: 87.67%





Analysis of Results

This indicator has had both a significant drop in satisfaction (with nearly 23% fewer satisfied) and a nearly 5% increase in dissatisfaction.

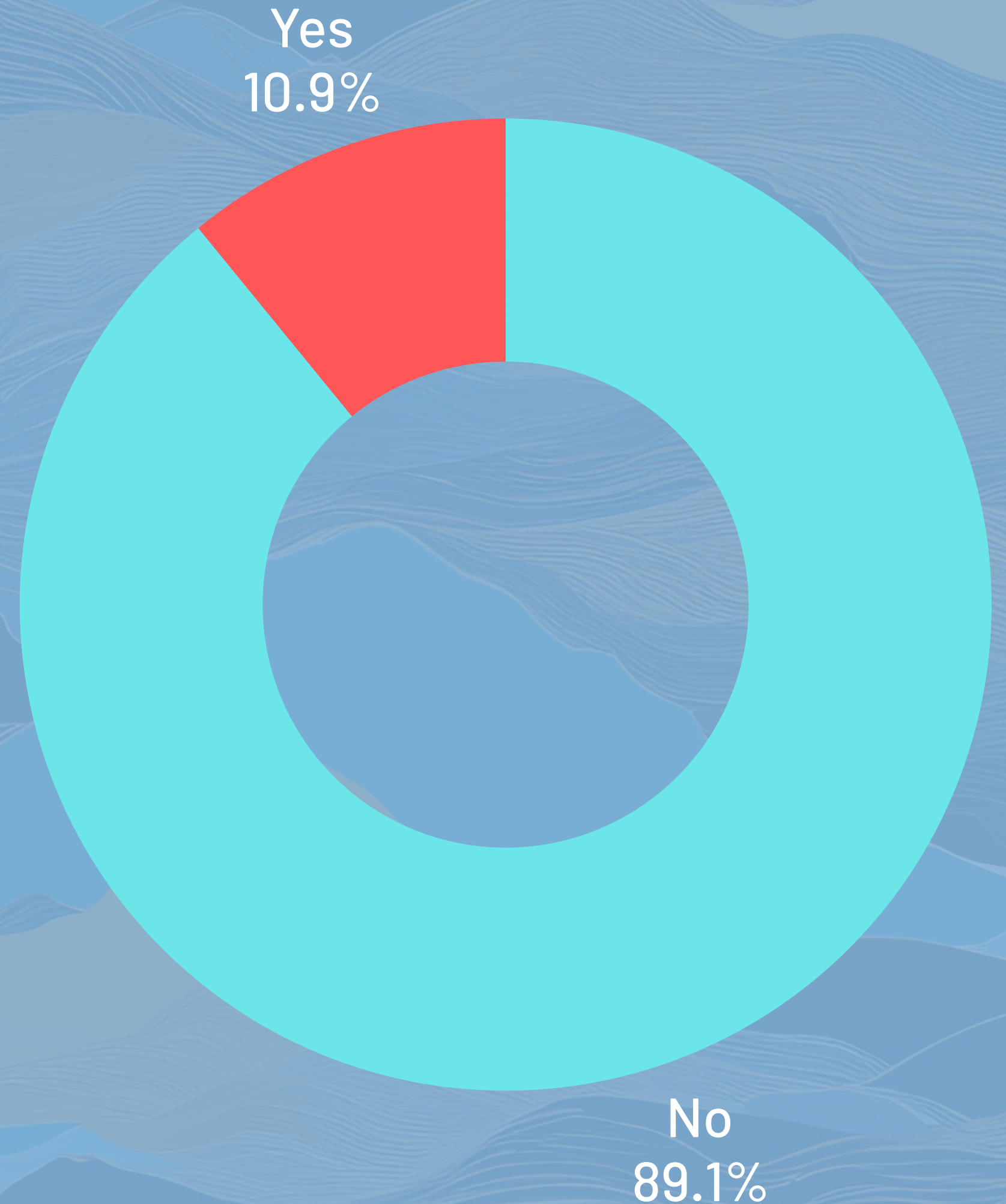
Of those that were dissatisfied with opportunities to participate, 64% of them responded that they would wish to participate by letter, email or either letter/email. Only 6% of them would be interested in a Tenant Panel and no-one expressed an interest in joining the Board. This increased to 5 tenants when taking those satisfied with existing opportunities into account.

Formal Complaints

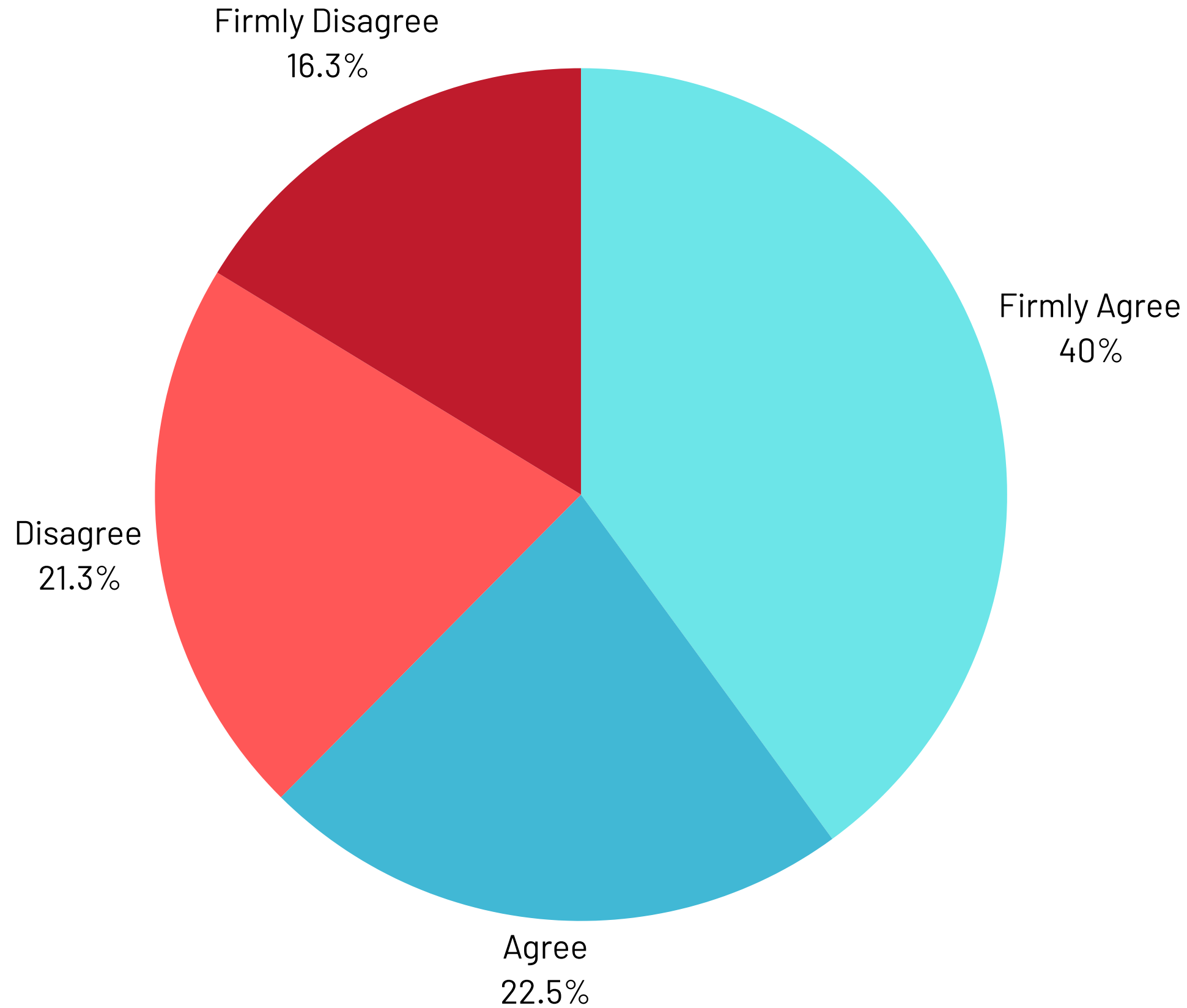
Survey Findings

Excludes repairs and relates to last 12 months

89% stated that they had not raised a complaint in the previous 12 months.

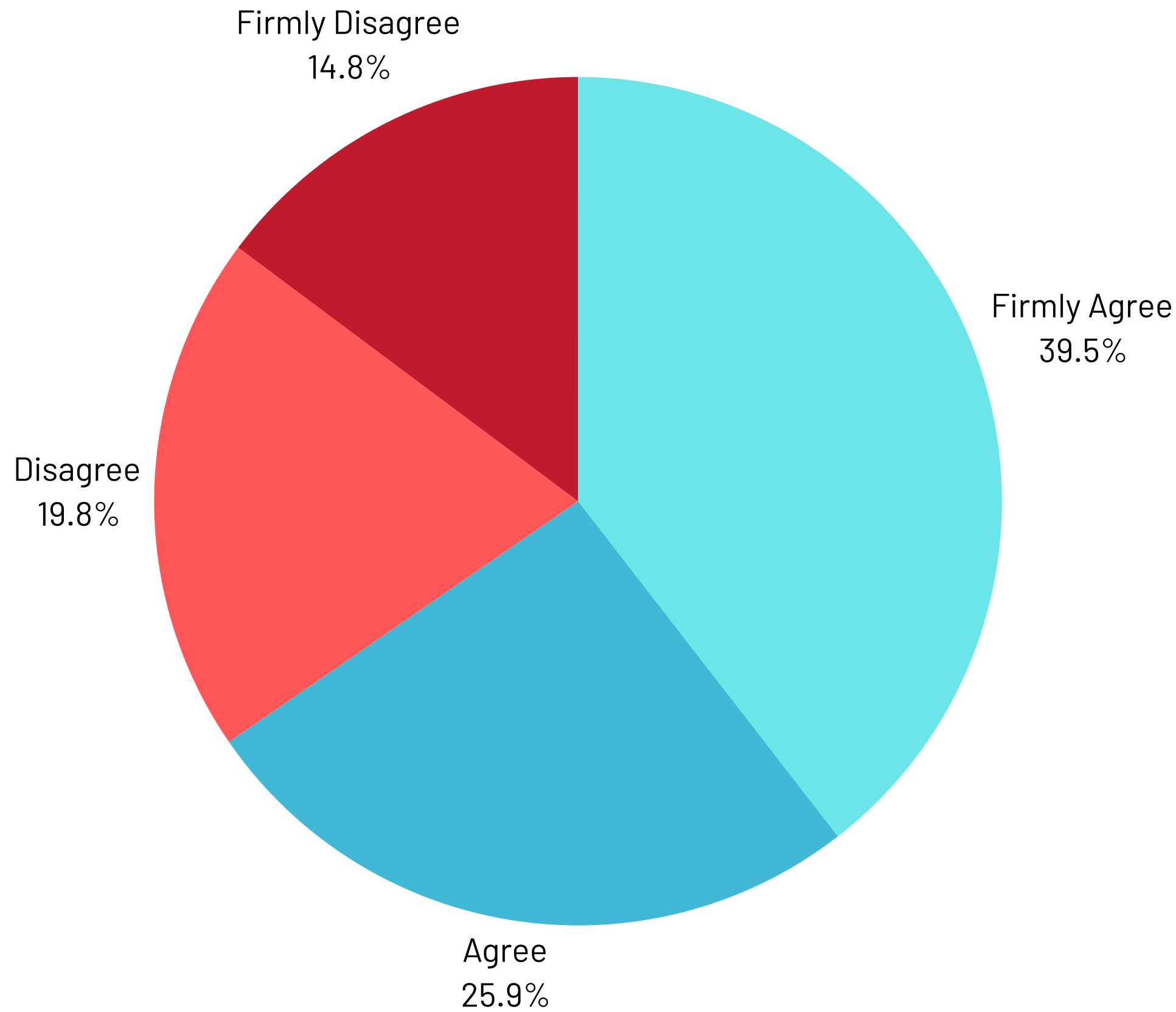


Complaint
was dealt
with quickly
and fairly

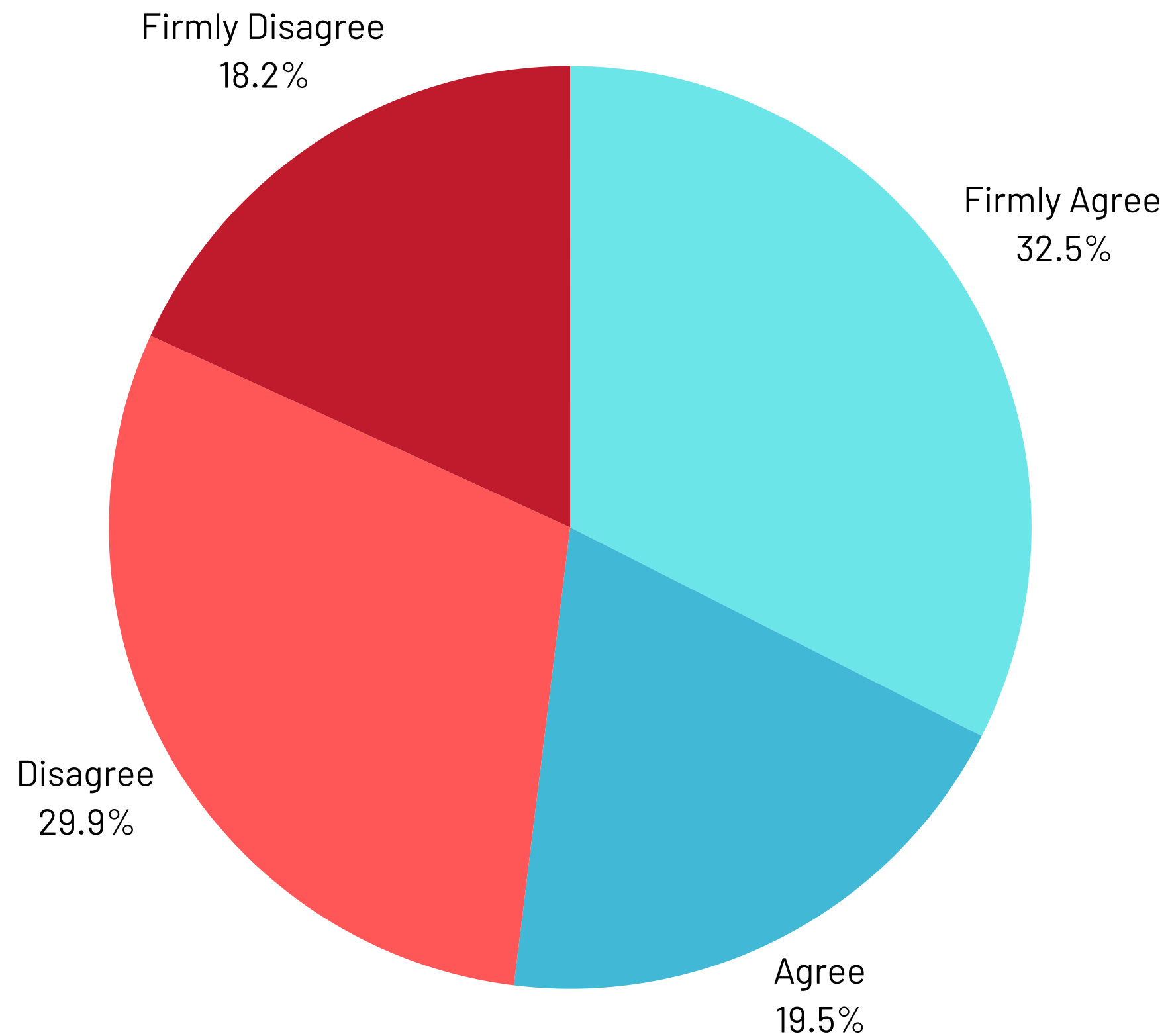


Handling of complaints

HHP listened
to my
complaint
fully



Handling of complaints



I was
satisfied
with the
outcome

Handling of complaints



Analysis of Results

Nearly 11% of survey respondents answered that (excluding reporting repairs) they had made a complaint to HHP in the previous 12 months.

61% felt that their complaint was dealt with quickly and fairly, 65% felt that they had been listened to and taken seriously and 51% satisfied with the outcome.

This year, 100% of complaints have been responded to within Ombudsman timescales and no responses to the point of service surveys have been received.

Quality of Home

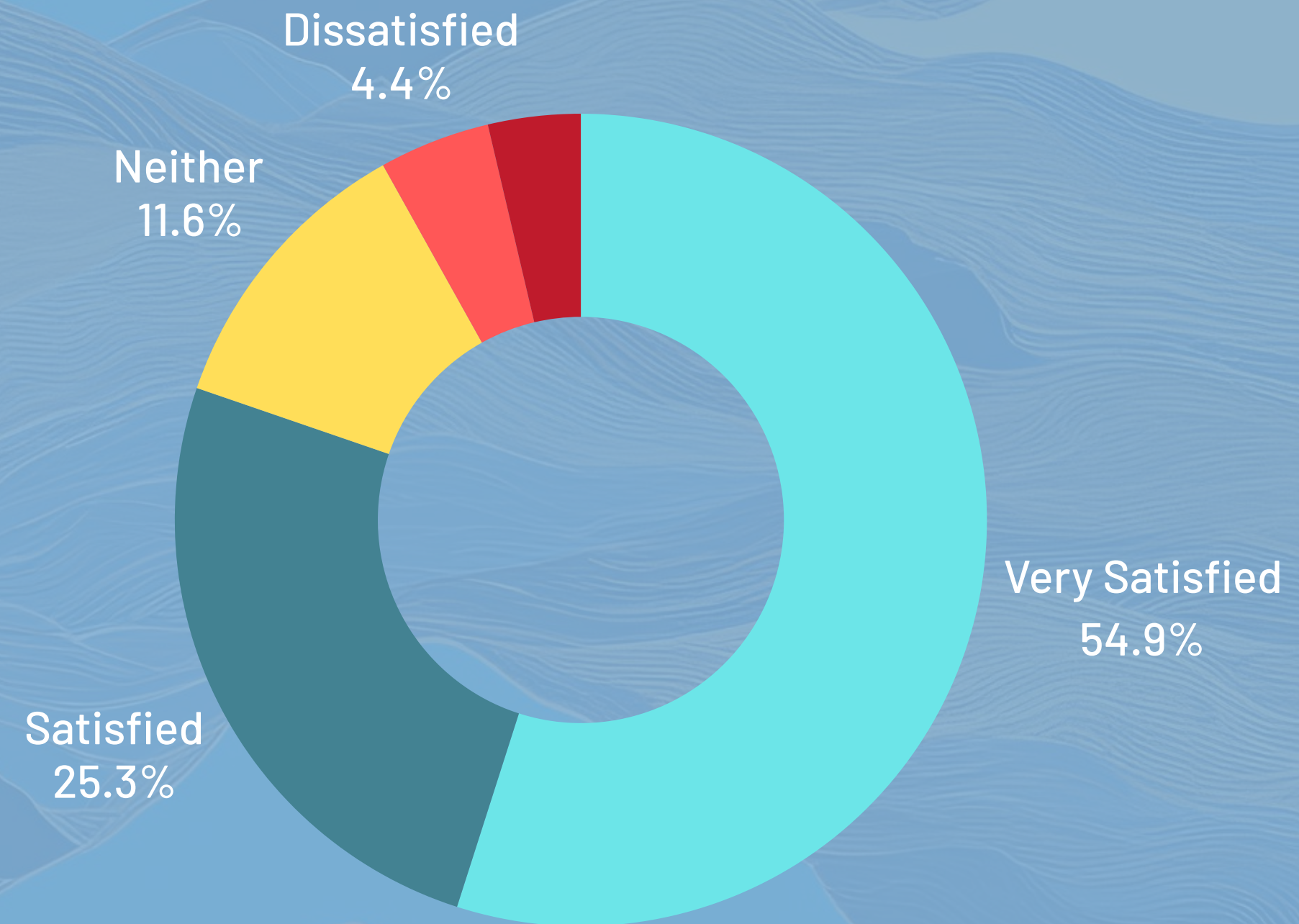
Survey Findings

Total surveyed 685

Target was 93%

Actual was 13% short

Reduction from previous survey of 8%



80.2% satisfied

Benchmark

ARC Data

HHP: 80.23%

Peer Group Average: 78.77%

Scottish Average: 84.01%

2021 v 2024

100.00

80.00

60.00

40.00

20.00

0.00

100.00

80.00

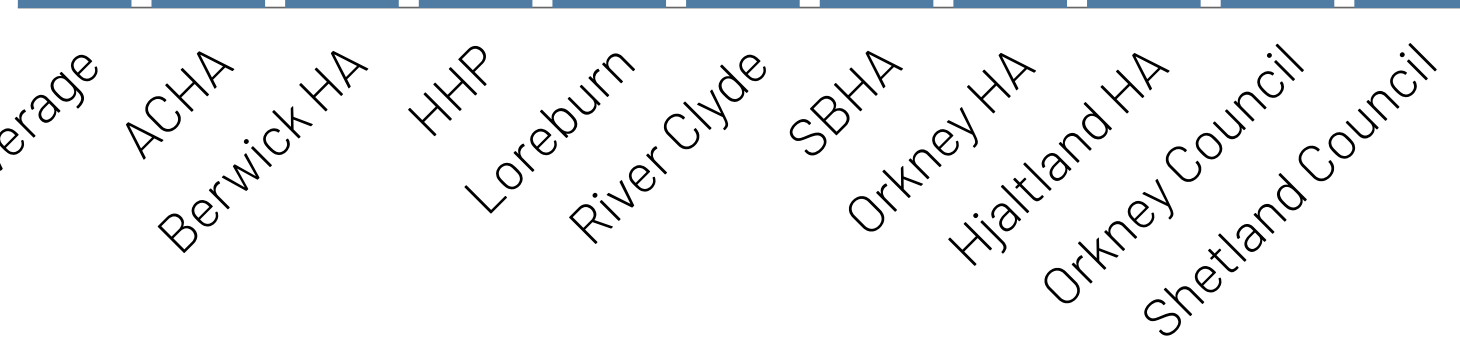
60.00

40.00

20.00

0.00

Scottish Average
ACHA
Berwick HA
HHP
Loreburn
River Clyde
SBHA
Orkney HA
Hjaltland HA
Orkney Council
Shetland Council





Analysis of Results

Satisfaction with their home is down to 80% from nearly 89% in 2021. Dissatisfaction has increased by more than 2% to 8.2% and neither satisfied nor dissatisfied has increased 8% to nearly 12%.

Tenants were also asked what aspects of their home they were most satisfied with. The highest satisfaction was 96% selecting their living room as an area they were happy with and the lowest was with storage space at 67%.

The other aspects of the home that were selected least were window and door quality and heating systems.

Repairs Service

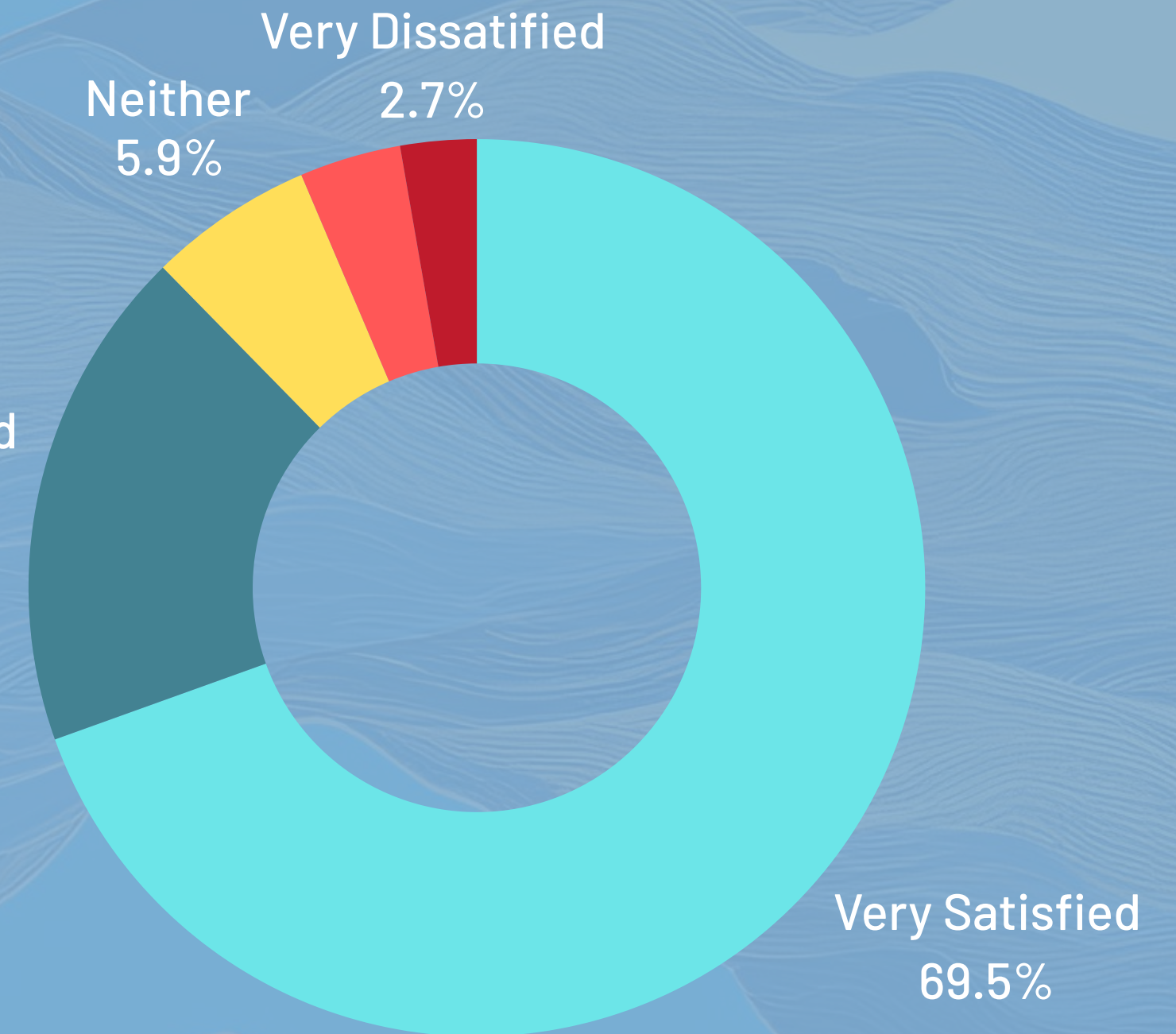
Survey Findings

Total surveyed 685

Target was 92%

Actual was 4% short

Reduction from previous survey of 3%



87.6% satisfied

Benchmark

ARC Data

HHP: 87.80%

Peer Group Average: 87.55%

Scottish Average: 87.31%

2021 v 2024

100.00

80.00

60.00

40.00

20.00

0.00

100.00

80.00

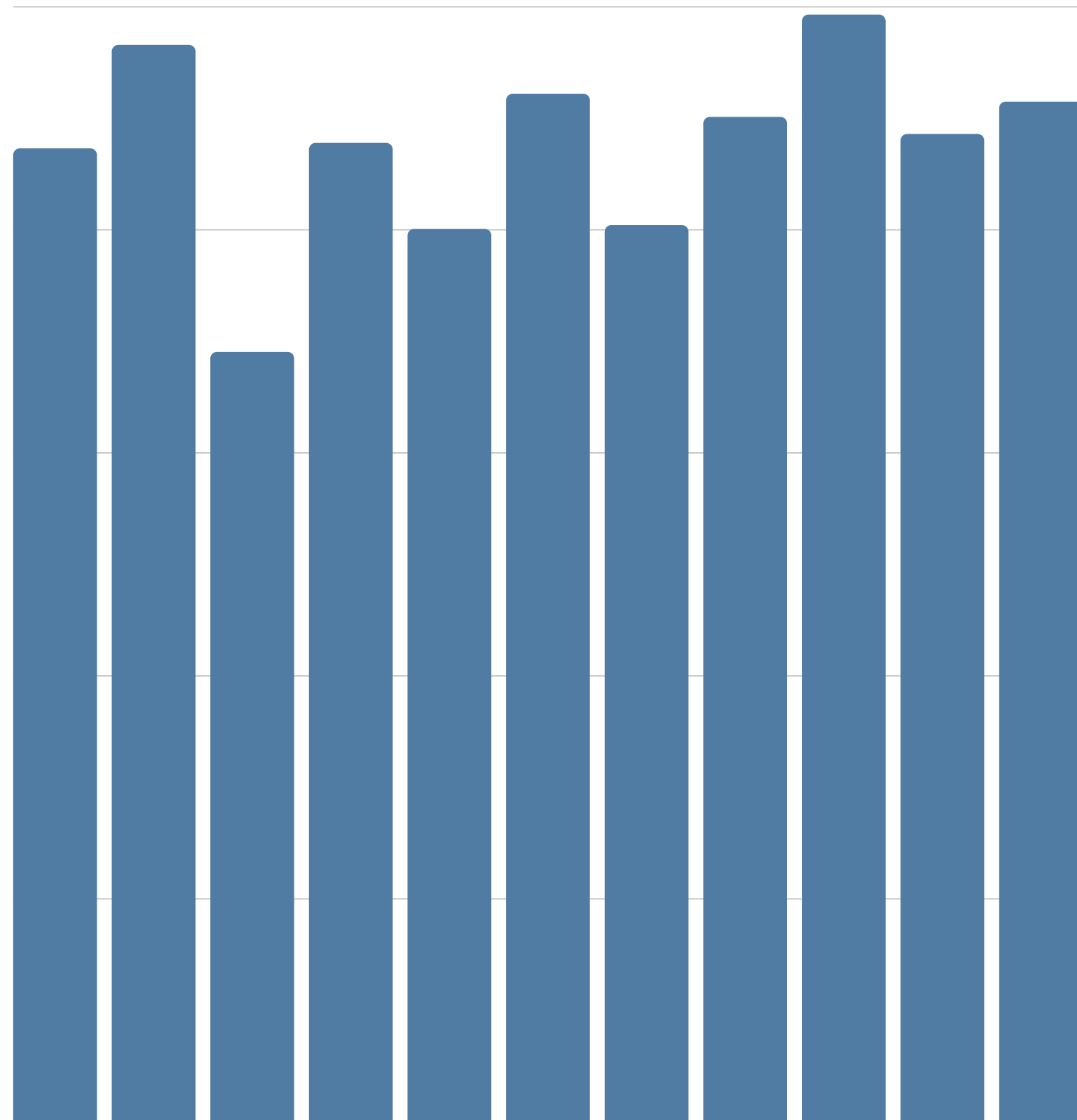
60.00

40.00

20.00

0.00

Scottish Average
ACHA
Berwick HA
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Orkney Council
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Analysis of Results

Satisfaction with the repairs service is at 85%, which is nearly a 6% reduction. Dissatisfaction has increased slightly to 7% compared to 6% in the 2021 survey.

Satisfaction is higher in Lewis & Harris than Uist & Barra. Satisfaction is over 90% in Harris and 75% in Barra. Almost 18% of Barra tenants answered that they are neither satisfied nor dissatisfied with the repairs service. Sample size is low and only 2 tenants reported dissatisfaction with the repairs service.

Almost all tenants are happy that it is easy to report repairs with 98% agreeing or firmly agreeing with this statement. The same % agreed that the work people were tidy and polite. 92% were happy with the quality of the repairs and 93% agreed that the work was carried out within the timescale.