

**Tollcross Housing Association**  
**Customer Satisfaction Survey Results 19/20**

ARC Indicator	Question	Tollcross							TX Annual Avg 16/17	TX Annual Avg 17/18	Peer Group Avg ARC 2017/18	TX Annual Avg 18/19
		2013 Full Survey 907 sample	2016 Full Survey 900 sample	Q1 Apr-Jun '18 126 sample	Q2 Jul-Sept '18 120 sample	Q3 Oct-Dec '18 120 sample	Q4 Jan-Mar '19 122 Sample	Q1 Apr-Jun '19 120 sample				
I 1	Percentage of tenants satisfied with the overall service provided by their landlord	90%	96%	96%	97%	93%	96%	93%	93%	95%	92%	95%
I 3	How good or poor do you feel Tollcross is at keeping you informed about their services and decisions	93%	97%	Not asked in monthly questionnaire – Full TSS only								
I 6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	89%	99%	Not asked in monthly questionnaire – Full TSS only						99%	90%	
I 9	Percentage of tenants satisfied with the standard of their home when moving in ( <i>for tenants moving within last 12 months</i> )	70%	82%	82%	81%	71%	65%	100%	97%	87%	94%	74%
I 10	Percentage of tenants satisfied with the quality of their home	89%	94%	Not asked in monthly questionnaire – Full TSS and after new build development								93%
I 16	Percentage of tenants who have had a repair carried out within the last 12 months satisfied with the repairs & maintenance service	90%	96%	94%	98%	96%	95%	98%				
I 17	Percentage of tenants satisfied with the management of the neighbourhood they live in	92%	96%	Not asked in monthly questionnaire – Full TSS only					96%	95%	91%	
I 29	Percentage of tenants who feel that the rent for their property represents good value for money	83%	95%	Not asked in monthly questionnaire – Full TSS only					95%	95%	84%	
I 33	Percentage of factored owners satisfied with the factoring service they receive	74%	82%	Not asked in monthly questionnaire – Full Owners' TSS only					82%	81%	80%	