

ARC SURVEY ANALYSIS

Overall Service

Question asked:

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Albyn Housing?

Scoring System:

Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, Very Dissatisfied
Customer Service Index (CSI) Scored 0-100%

Keeping you informed

Question asked:

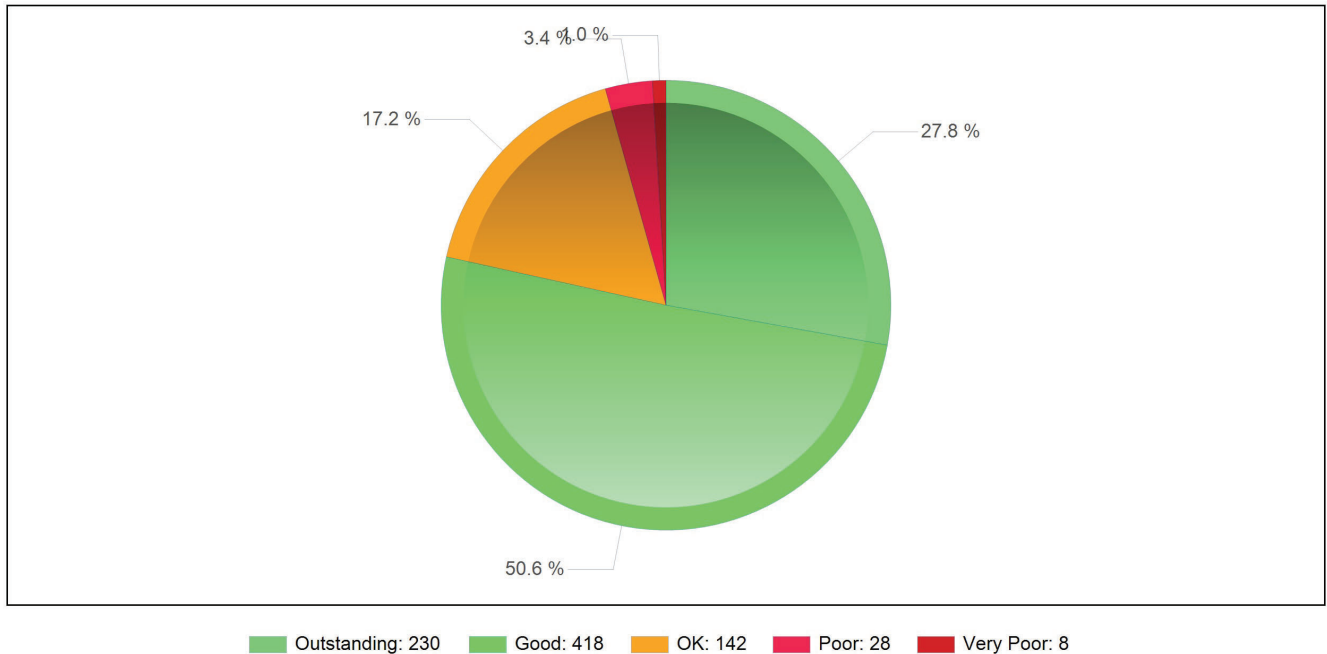
How good or poor do you feel Albyn Housing is at keeping you informed about their services and decision?

Scoring System:

Outstanding, Good, OK, Poor, Very Poor
Customer Service Index (CSI) Scored 0-100%

Keeping you informed

Keeping you informed



Participate in Decision Making

Question asked:

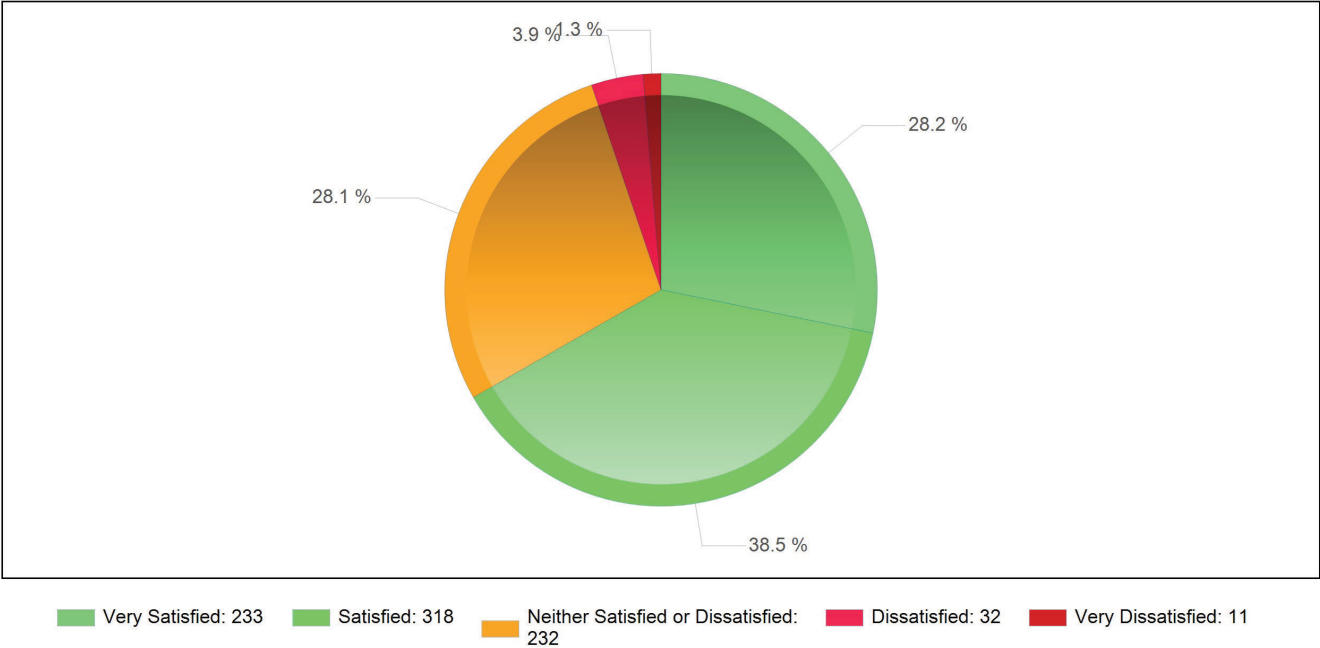
How satisfied or dissatisfied are you with opportunities given to you to participate in Albyn Housing's decision-making processes?

Scoring System:

Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, Very Dissatisfied
Customer Service Index (CSI) Scored 0-100%

Participate in Decision Making

Participate in Decision Making



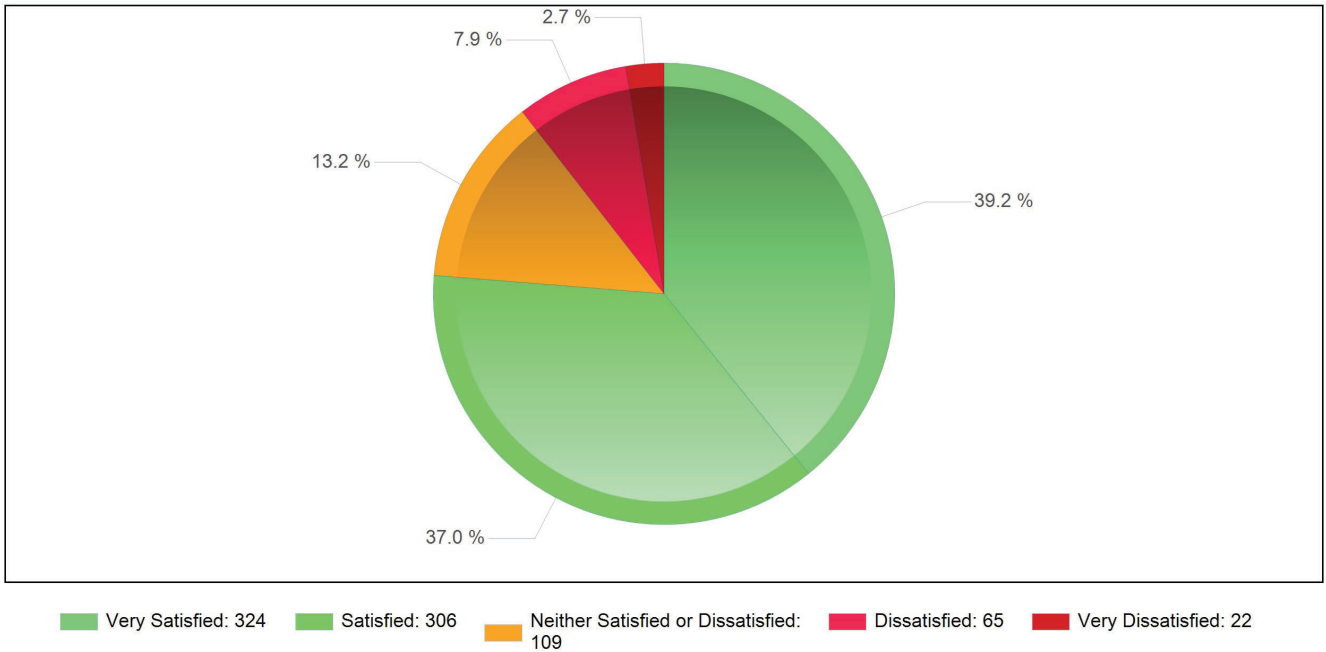
Quality of Home

Question asked:
Overall, how satisfied or dissatisfied are you with the quality of your home?

Scoring System:
Very Satisfied,Satisfied,Neither Satisfied or Dissatisfied,Dissatisfied,Very Dissatisfied
Customer Service Index (CSI) Scored 0-100%

Quality of Home

Quality of Home



Neighbourhood Management

Question asked:

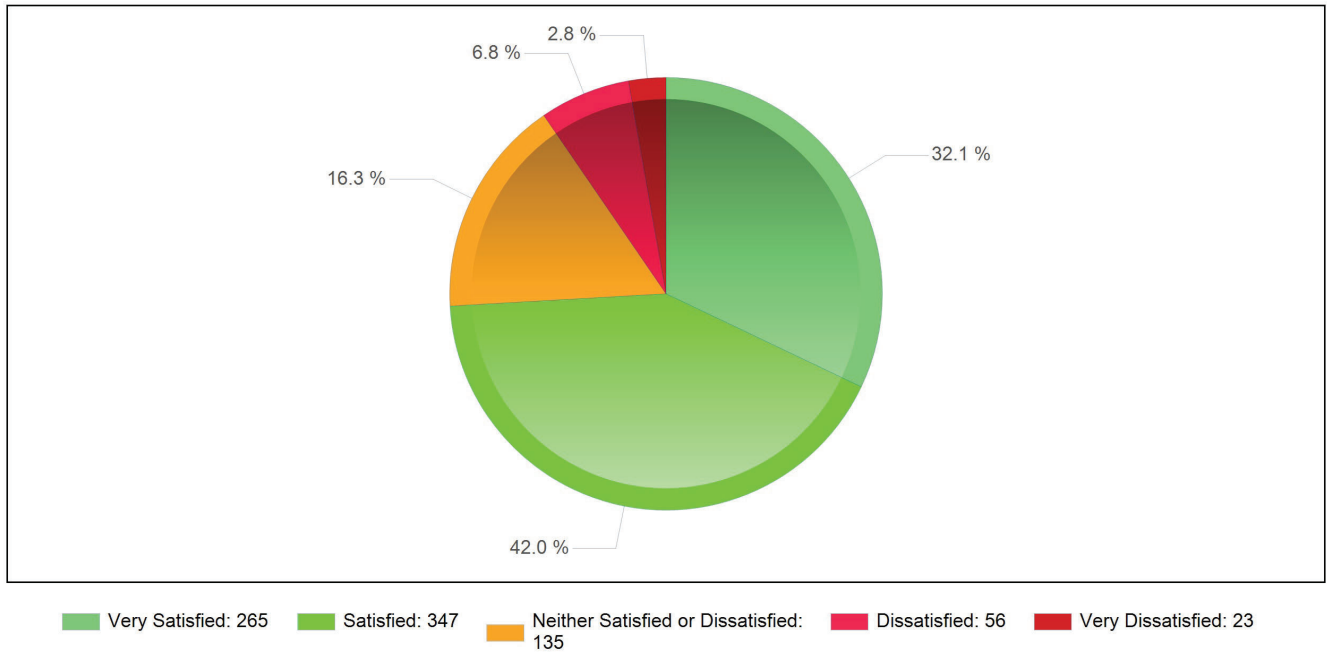
Overall, how satisfied or dissatisfied are you with Albyn Housing's management of the neighbourhood you live in?

Scoring System:

Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, Very Dissatisfied
Customer Service Index (CSI) Scored 0-100%

Neighbourhood Management

Neighbourhood Management



Value for Money

Question asked:

Taking into account the accommodation and the services Albyn Housing provides, do you think that the rent for this property represents good or poor value for money?

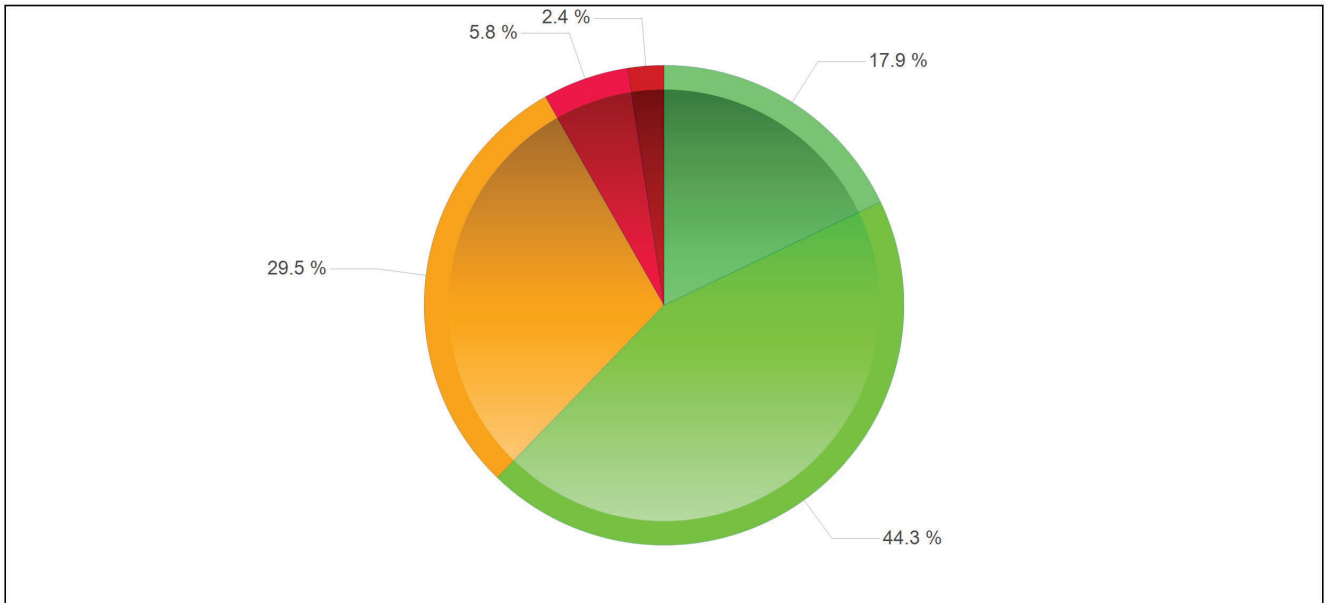
Scoring System:

Outstanding, Good, OK, Poor, Very Poor

Customer Service Index (CSI) Scored 0-100%

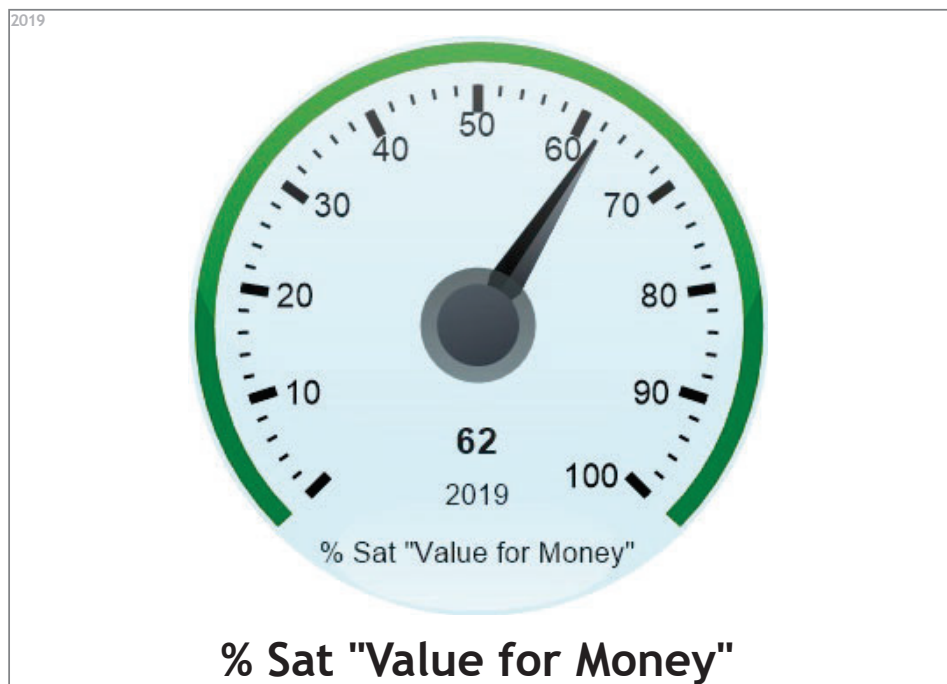
Value for Money

Value for Money



Outstanding: 148 Good: 366 OK: 244 Poor: 48 Very Poor: 20

% Sat "Value for Money"



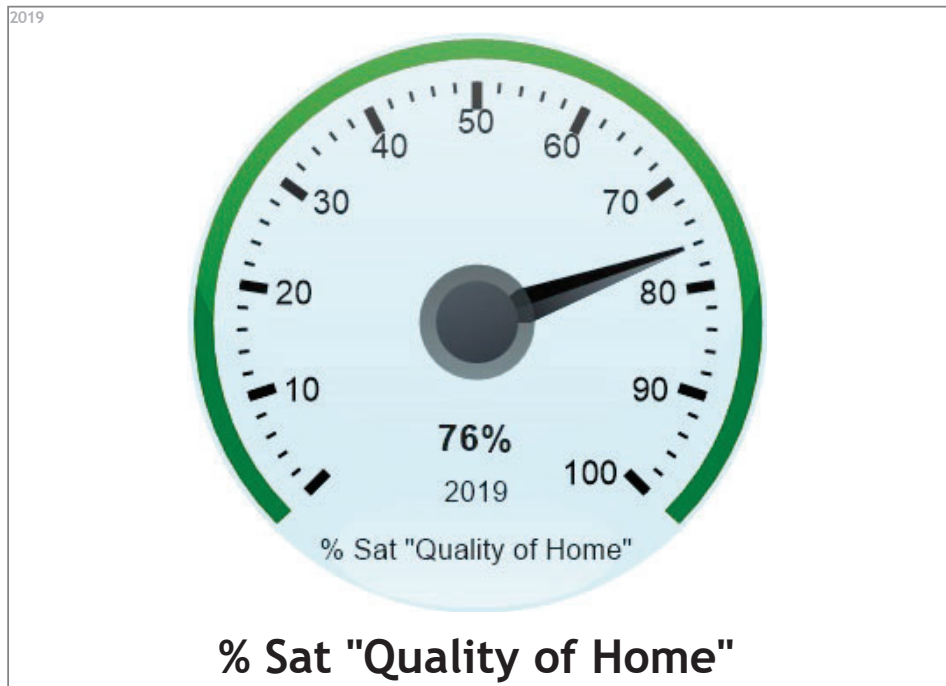
% Sat "Neighbourhood Management"



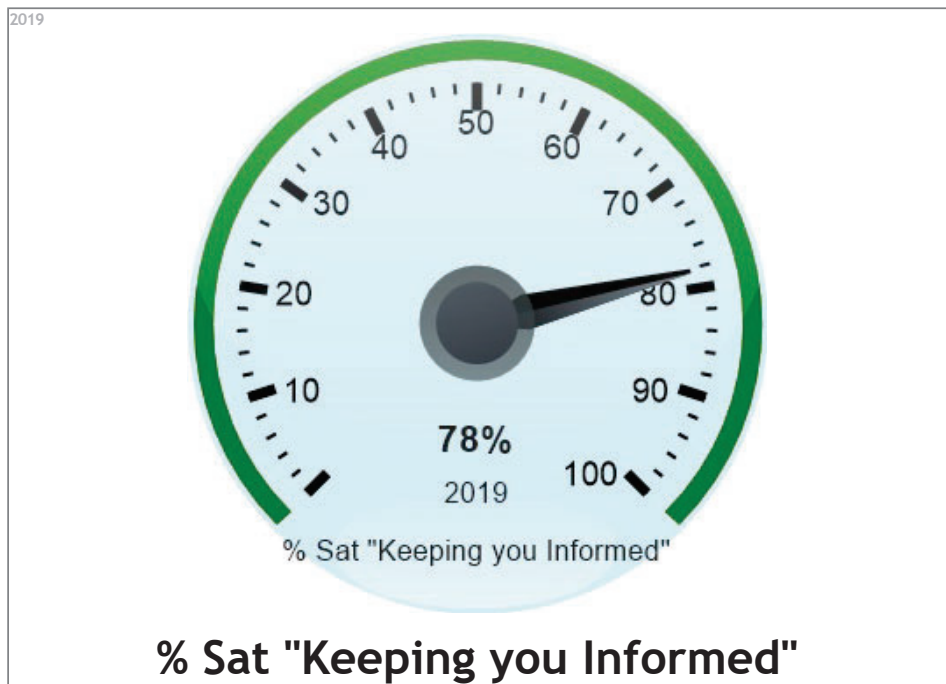
% Sat "Participate in Decision Making"



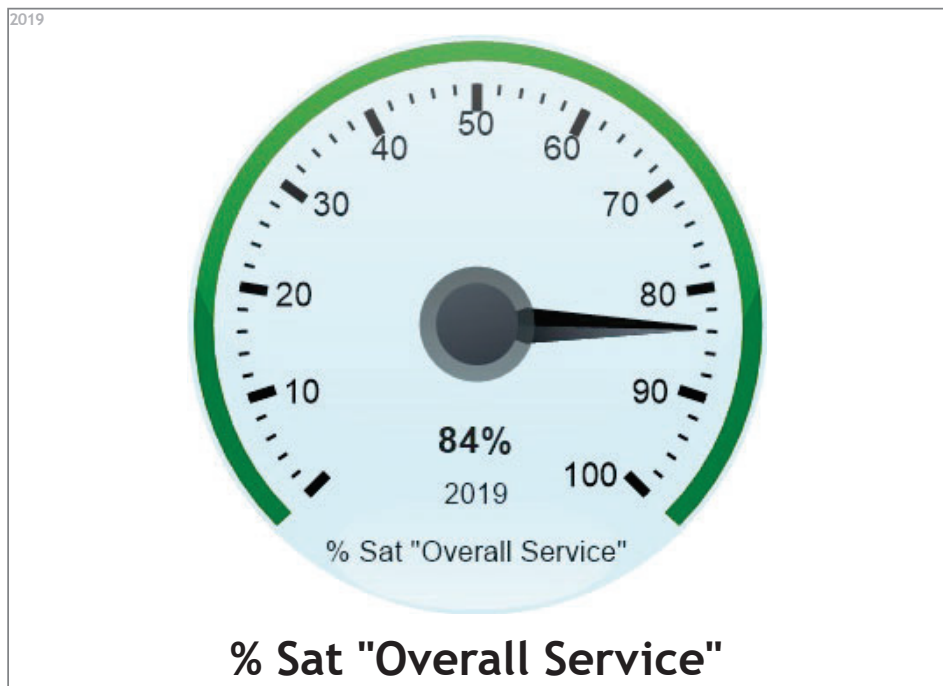
% Sat "Quality of Home"



% Sat "Keeping you Informed"

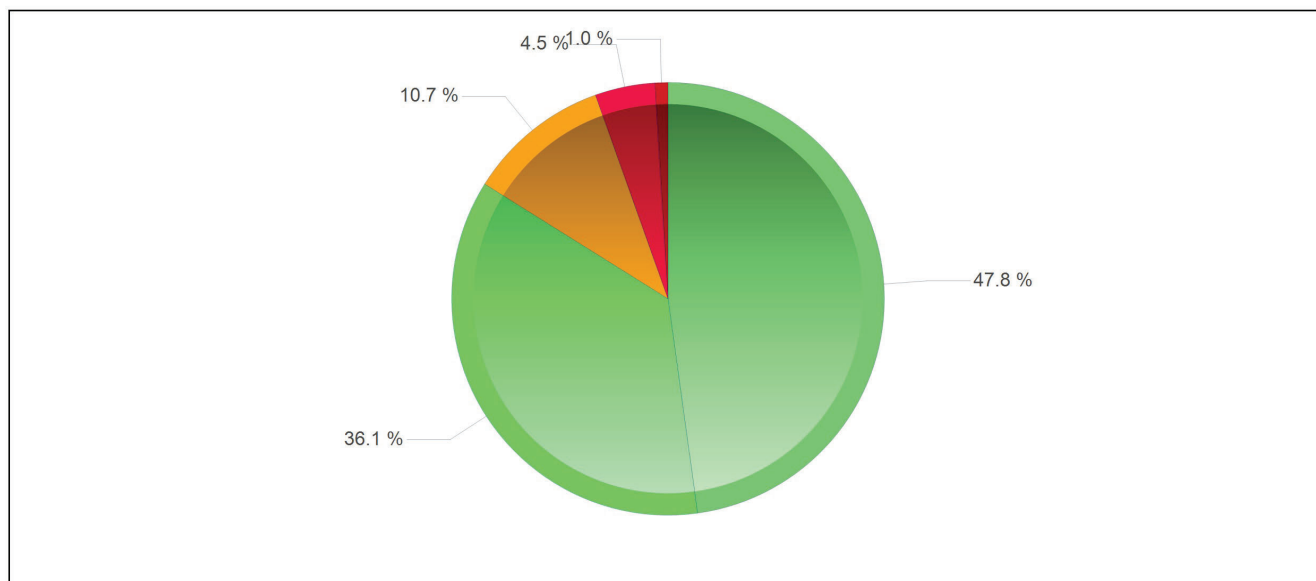


% Sat "Overall Service"



Overall Service

Overall Service



■ Very Satisfied: 395
 ■ Satisfied: 298
 ■ Neither Satisfied or Dissatisfied: 88
 ■ Dissatisfied: 37
 ■ Very Dissatisfied: 8

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