



Albyn Housing Society Arc Survey

Response Rate



Survey Statistics	
Invites sent	2710
Bad Contact Details	484
Invites believed to be received	$2710 - 484 = 2226$
Responses Returned	829
Response rate	37%

Survey Results



Question Summary	% Satisfied
Overall Satisfied	84%
Keeping you Informed	78%
Participate in Decision Making	67%
Quality of Home	76%
Neighbourhood Management	74%



Albyn Housing

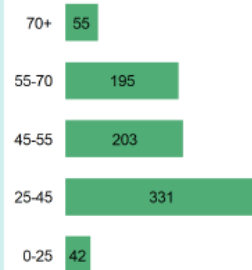
2019 Tenant Survey

Who Took Part?

37% of Tenants Responded

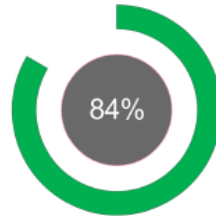


Age of Respondants

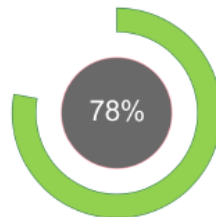


How Satisfied Were You?

84% of Tenants say they are overall satisfied



78% of Tenants say they are satisfied at how we keep them informed



What Did you say?

"The Albyn staff are always friendly on the phone"

"Not just a great landlord but also there to offer support and advice when needed"

"Storage heaters outdated and expensive to run"

"Upgrade bathroom and windows"

"Housing officer and assistant have been outstanding"

"Very quick to deal with any required repairs"

"Albyn are very professional and customer focused"

"We have read and reviewed every comment that you left us. Thank you for taking the time to do this as it helps us improve the service we deliver you."
Calum MacAulay, CEO