

Tenant Satisfaction Survey 2016



Results based on feedback from 507 tenants

93%

Overall, 93% of our tenants said that they were satisfied with overall service provided. 59% said they were "very" satisfied and 34% were fairly satisfied.

94%

were satisfied with the quality of their home



96%

rated the Prospect positively in terms of being kept informed 

92%

of tenants were satisfied with Prospect's management of their neighbourhood



91%

of tenants were satisfied with the repairs service



94% of tenants were satisfied with the standard of their home when they moved in



94%

91%

91% rated the rent they pay as good or very good value

91%

91% were satisfied with the opportunities they are given to participate

To access a summary of the findings please email housing@prospectch.org.uk or telephone 0131 458 5480