

# TENANT SATISFACTION SURVEY 2025

OUTCOMES REPORT



# Introduction

This report presents the insights gathered from our 2025 Tenant Satisfaction Survey and the 2026 Focus Groups conducted by Knowledge Partnership. Following this, we will highlight our response and outline our action plan for the identified areas needing improvement.



The findings indicate that the Association is performing above the Scottish Average across all areas. The results also show we have improved in five out of seven areas and only slightly decreased in the remaining two

|  | % of tenants very or fairly satisfied 2022 | % of tenants very or fairly satisfied 2025 | Scottish Housing Average 2025 (SHR) |
|--|--|--|-------------------------------------|
| Satisfaction with overall service      | 89.3%                                      | 92.5%                                      | 88.1%                               |
| Property Condition and Quality of Home | 84.7%                                      | 92.5%                                      | 88.1%                               |
| Repairs Service and Contractors        | 84.7%                                      | 90.1%                                      | 85.8%                               |
| Communication and Customer Service     | 94.9%                                      | 94.5%                                      | 91.9%                               |
| Neighbourhood                          | 89.1%                                      | 91.8%                                      | 85.7%                               |
| Tenant Engagement and Participation    | 85.7%                                      | 90.1%                                      | 88.6%                               |
| Rent and Value for Money               | 83.0%                                      | 82.6%                                      | 81.9%                               |

# Summary of Positive Feedback

## Strong Communication

Communication emerged as the highest rated aspect of service delivery. Tenants described communication as:

- ✓ Staff are easy to contact and helpful on the phone
- ✓ Tenants feel kept informed and updated
- ✓ Accessible and makes good use of a variety of communication channels, including social media
- ✓ Respectful and considerate in tone
- ✓ Clear, informative and easy to understand
- ✓ Responsive, with prompt follow-up callbacks

## Customer Service

Customer service was widely recognised as a key organisational strength. Tenants highlighted:

- ✓ Staff are friendly, approachable, supportive and willing to help
- ✓ Staff visits are valued, especially when offering direct assistance
- ✓ Tenants felt listened to and treated fairly
- ✓ Strong working relationships with staff and positive experiences when resolving issues

## Responsive Repairs and Maintenance

Positive experiences when reporting repairs and issues being resolved. Areas tenants mentioned were:

- ✓ Quick response to boiler emergencies
- ✓ The Repairs service seems to be improved
- ✓ Issues and complaints are handled efficiently when reported



## Neighbourhood

Tenants felt that the neighbourhood they lived in was well maintained and mentioned that:

- ✓ Communal areas and flats are generally well maintained
- ✓ Where a close cleaning service is in place this is appreciated
- ✓ Problems such as communal rubbish are dealt with promptly when raised

## Overall Satisfaction

Overall many tenants described Ochil View as a good landlord, they feel well informed about organisational activities and initiatives. Tenants highlighted:

- ✓ Community events and engagement activities
- ✓ Newsletters and digital communications
- ✓ Energy vouchers and heating support are highly valued
- ✓ Financial assistance and advice were seen as helpful
- ✓ Proactive support before issues escalate is noted positively



## What we will do

Based on the feedback we gathered, we have formulated an action plan outlining our next steps for each area.

## Property Condition and Quality of Home



Many tenants told us they were unhappy with the condition of their home, particularly around warmth, energy efficiency and ageing components. Common concerns included draughty or poorly fitting windows and doors, outdated boilers, inadequate heating systems, and homes being difficult to keep warm in winter. Some tenants also reported long-standing issues such as leaks, flooding and damage caused by sewage or water ingress, which they feel have not always been fully resolved.

There was a strong message that repeated repairs are frustrating and that, in some cases, replacement or major upgrades would be more effective than temporary fixes.

### What we will do

- ✓ We will continue to prioritise investment in energy efficiency measures.
- ✓ We will increase communication to tenants on our investment programme.
- ✓ We will review recurring repair issues to identify where replacement or major upgrades are more appropriate than repeated repairs, particularly boilers, windows and doors.

## Repairs Service & Contractors



Feedback highlighted significant dissatisfaction with the repairs service and contractor performance. Tenants reported missed appointments, long delays, incomplete jobs and variable quality of workmanship. Several people commented that issues have required multiple visits before being resolved, sometimes over very long periods.

A recurring concern was a lack of follow-up or checking of completed work, with tenants questioning whether sufficient quality control is in place. Communication between Ochil View, contractors and tenants was also seen as inconsistent, particularly when repairs are delayed.

# Repairs Service & Contractors



## What we will do

- ✓ We will review how repairs are scheduled, monitored and communicated focusing on how we provide clearer updates around delayed appointments or where additional work is required.
- ✓ We will ensure that 10% of post inspection and quality checks are carried out to ensure work is completed to an acceptable standard.
- ✓ Where we identify persistent issues, we will take action to improve performance, including training, supervision or changes to how services are delivered and feed this back to tenants.
- ✓ We will regularly review contractor performance, including quality of workmanship, missed appointments and repeat visits.

# Communication & Customer Service



Some tenants said they do not always feel kept informed or listened to, especially when raising concerns about repairs, fencing, neighbour issues or estate management. Some found it difficult to get updates or felt their concerns were not taken seriously. However, others reported positive experiences, describing staff as helpful, approachable and responsive when contacted. This shows that experiences of communication are mixed and not consistent for all tenants.

## What we will do

- ✓ We will continue to build on good practice already delivered by staff and ensure this is consistent across the organisation.
- ✓ We will ensure our communication methods are clear to all tenants and provide information on these in our newsletter.
- ✓ The Customer Services and Standards Policy will be reviewed in August 2026 and will consider feedback from the Tenant Satisfaction Survey to improve on our service provided.
- ✓ Provide clearer information to tenants on who to contact in the organisation including areas that staff manage and their contact details in our Newsletters and social media.
- ✓ Create a library of short videos that can be accessed on our website which, will include topics i.e. how to report repairs, how to contact us and how to make a complaint of service.
- ✓ Provide clearer information on our Complaints Handling process particularly around what is a complaint, how to complain, response times and any lessons learned from complaints we receive.



Tenants frequently raised concerns about external maintenance, including broken or fallen fences, overgrown trees, uncut grass, leaves, weeds and poorly maintained communal areas. Some tenants felt frustrated that they pay for services such as grass cutting or close cleaning and do not always see the expected standard.

Poor estate maintenance was often linked to pride in the area and concerns about fairness, particularly where issues affect some households for long periods

Anti-social behaviour was a significant concern for many tenants. Issues raised included noisy neighbours, drug use, dog fouling, fly-tipping, litter, poorly managed gardens and concerns about safety in communal areas.

Tenants told us they want stronger action and quicker responses to anti-social behaviour, as well as improvements such as better lighting, CCTV in some locations, and more effective tools for reporting issues.

## What we will do

- ✓ Review the estate inspection process to ensure that all appropriate checks are carried out.
- ✓ Carry out 6 monthly estate Inspections and advise tenants when they will occur and any outcome from the inspection.
- ✓ Improve regular monitoring of services i.e. landscape maintenance, grass cutting, communal close cleaning.
- ✓ Work with tenants in areas where there is fly tipping to improve bin provision and ways to resolve issues.
- ✓ We will publicise our landscape maintenance and close cleaning specifications and ensure tenants who are provided with this service are clear on responsibilities.
- ✓ We will continue to treat antisocial behaviour as a priority and respond to reports of noise, drug use and other concerns.
- ✓ We will look to improve the information and guidance to support tenants who report antisocial behaviour and ensure tenants are aware of the Noise App and how to use this effectively.
- ✓ We will review opportunities to improve lighting, security and environmental measures where there is a safety concern and publish the work carried out in our newsletter
- ✓ We will continue to work with partner agencies where appropriate to take effective action and support a safer community

# Tenant Engagement & Participation



Many tenants said they would like to be more involved in shaping services but face barriers to participation. The most common issues were meetings being too far away, reliance on online engagement, lack of transport, caring responsibilities, and unsuitable meeting times.

Tenants told us they would be more likely to take part if engagement was more local, offered face to face, a one-to-one option, postal or phone methods, and was better advertised with clear reminders. Some also suggested incentives and support for older or disabled tenants.

## What we will do

- ✓ We will look at having more local engagement opportunities
- ✓ We will continue to offer a wide mix of participation opportunities including face to face, phone, postal and digital options
- ✓ We will ensure meeting times and formats are varied to suit different people
- ✓ We will publish how we promote opportunities to get involved and show clearly how tenant feedback influences decisions in our newsletter and individually to tenants
- ✓ Continue to review our Tenant Engagement Action Plan and provide feedback on areas of improvement

# Rent & Value for Money



Tenants raised concerns about rent and value for money which was often linked to the condition of their home. Some tenants felt that rents are high given the quality of their property or the level of investment in their area.

## What we will do

- ✓ We will review the information we provide annually on how rents are set, how our rents compare to other landlords, and how income is reinvested into homes and communities, linking this more clearly to planned improvements and investment.
- ✓ We will review the rent structure to ensure that rents are fair and reflect value for money for each property.
- ✓ We will use feedback to inform our investment priorities



Tenants highlighted the ongoing impact of energy costs, with many calling for longer term solutions rather than short term support. Suggestions included more energy efficient heating systems, improved insulation, new windows and doors, and renewable technologies such as solar panels. Some tenants felt that support is not always equitable, particularly for those not on prepayment meters.

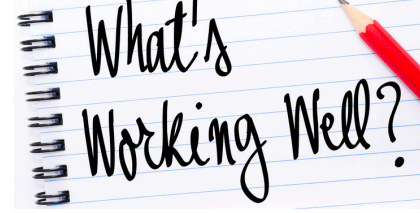
## What we will do

- ✓ We will continue to provide energy advice and signpost tenants to organisations such as Home Energy Scotland, Local Authority Home Energy Teams for support if required.
- ✓ We will continue to explore funding opportunities for all tenants to provide financial support such as fuel vouchers.
- ✓ We will ensure any support we can provide is communicated to all tenants.
- ✓ We will explore opportunities and funding to improve energy efficiency across our homes to reduce fuel poverty over time.

## What works well?

Tenants widely reported positive feedback with many tenants describing Ochil View as a good landlord, they feel well informed about organisational activities and initiatives. Tenants highlighted: Communication emerged as the highest rated aspect of service delivery. Tenants described communication as:

- ✓ Staff are easy to contact, friendly, approachable, supportive and willing to help.
- ✓ Tenants felt listened to and treated fairly.
- ✓ Tenants feel kept informed and updated.
- ✓ Accessible and makes good use of a variety of communication channels, including social media.
- ✓ Communication is clear, informative, respectful and easy to understand.
- ✓ Responsive, with prompt follow-up callbacks.
- ✓ Community events and engagement activities.
- ✓ Newsletters and digital communications.



Energy vouchers and heating support are highly valued  
Quick response to boiler emergencies  
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## Building on what works well

We will continue to support and develop our staff, recognising the positive feedback received for their commitment, helpfulness and responsiveness.

We will maintain strong performance in emergency repairs and complaint handling, learning from feedback to improve further. We will keep tenants informed of progress and report back regularly on what has changed because of feedback.

## Thank You

We extend our gratitude to all tenants and owners who participated in our survey. Your input is essential in helping us enhance our services.

If you are interested in additional opportunities for tenant participation, please reach out to Jade Murray, our Tenant Engagement & Communication Officer, on 01259 722899 or via email at [jade.murray@ochilviewha.co.uk](mailto:jade.murray@ochilviewha.co.uk).

