

Tenants Survey 2015

Dear tenant...

We ran a survey of tenants late last year to hear your views on our services, and how we can improve them. The survey got a great response - nearly 1750 of you took part.

We are already using survey results to change how we do things. This newsletter gives you feedback on results, and where we'll be focusing our work to keep improving services.

A big "thank you!" to our tenants for taking part and helping us improve our services!



80% of tenants are satisfied with our overall service as a landlord

Although satisfaction has fallen a little since 2012, this is still a really positive result that compares well with the national average.



satisfied with the manner of Housing staff



satisfied with repairs in the last year



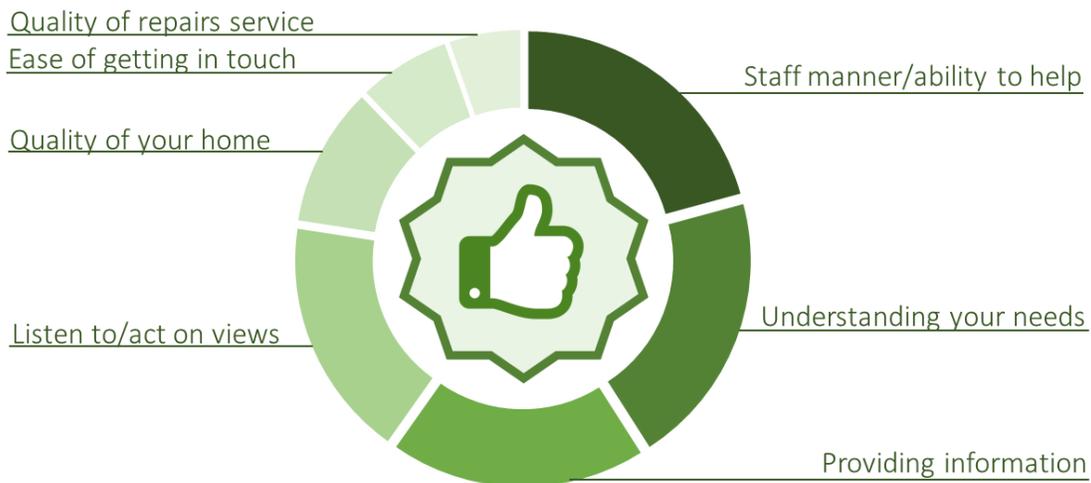
satisfied with the quality of their home



feel their rent is good value for money

What makes for a satisfied tenant?

We want to make sure that all parts of our services meet tenants' needs. Survey results show that some of what we do is particularly important to how you feel about the Council as your landlord. We'll use these to help us focus on the things that really matter to our tenants.



Using survey results

One of the main reasons for the survey was to make sure our work to improve services focuses on the right things. Survey results tell us that the areas shown here should be a particular focus for our service improvement work.

These results are already helping us to change how we provide services. We will continue to use them to make decisions on how to improve services further.

Improvement Priorities

-  Listening to/acting on your views
-  Understanding your needs
-  Keeping you informed, providing the information you need
-  Improving the repairs service
-  Dealing with antisocial behaviour

Want to read more?

You can find the full survey report on the Council website at www.moray.gov.uk

If you'd like discuss the results with us, or need this information in another format contact us on:

 01343 543451

 housing@moray.gov.uk