

THE MORAY COUNCIL HOUSING SERVICE

2021 Tenant Satisfaction Survey Results

1,504
INTERVIEWS

SEPT 01 → NOV 03

What did we do?

We spoke to 1,504 Moray Council tenants to find out how satisfied they were with their landlord and the services provided. This is done to report back to the Scottish Housing Regulator and allows the Moray Council Housing Service to improve their services for customers.

What did you tell us?

96% ▲ 27%



satisfied with participation opportunities

91% ▲ 15%



satisfied with being kept informed

84% ▲ 5%



satisfied with the repairs service

83% ▲ 3%



satisfied with overall service provided

83% ▲ 9%



satisfied with the quality of the home

90% ▲ 9%



satisfied with the Moray Council's Housing Service's contribution to the management of neighbourhood

86% ▲ 3%



said rent was good value for money

Changes noted are compared to the Moray Council Housing Service's 2018 tenant satisfaction survey.