

Tenant Satisfaction Survey 2025 – Thank You

Thank you to everyone who took part in our recent tenant satisfaction survey – we very much appreciate you taking the time to provide this essential feedback to the Association.

The Association strives to provide excellent service to our tenants and owners and during 2025 Research Resourceⁱ carried out our three yearly independent survey to get feedback.

The Committee of Management and the Resident and Customer Forum will consider the full results over the coming months and will devise and agree any action plan to be implemented by the staff team. The comments provided by tenants as part of the survey will be invaluable in helping Pineview develop a plan to try to improve further where possible.

Scottish Social Housing Charter Indicators - comparison						
	2016/17	2019/20	2022/23	2025/26	Change	ARC 24/25
1 - Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord? (% very/fairly satisfied)	93%	87%	91%	91%	=	87%
2 - How good or poor do you feel your landlord is at keeping you informed about their services and decisions? (% very/fairly good)	96%	97%	97%	99%	+2%	90%
5 - How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlords decision making processes? (% very/fairly satisfied)	97%	95%	99%	99.7%	+0.7%	86%
7 - Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/fairly satisfied)	94%	90%	86% ⁱⁱ	94%	+8%	85%
12 - Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord? (% very/fairly satisfied)	93%	82%	92%	93%	+1%	87%
13 - Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? (% very/fairly satisfied)	97%	93%	95%	96%	+1%	84%
25 - Taking into account the accommodation and the services your landlord provides, do you think the rent for this property represents good or poor value for money? (% very/fairly good)	94%	89%	94%	94%	=	92%
Taking everything into account, how satisfied or dissatisfied are you with the overall factoring service provided by Pineview Housing Association? (% very/fairly satisfied)	-	-	50%	62%	+12%	58%

The summary table on the previous page details the key findings from the survey against the indicators used by the Scottish Charter to assess and monitor landlord performance. This compares the 2025/26 survey results with the 2016/17, 2019/20 and 2022/23 survey results. Satisfaction levels have remained high and seen no significant change for 7 out of 8 indicators. Satisfaction with the quality of the home has seen a significant increase of 6 percentage points to 94% in 2025. Satisfaction levels are higher than the Scottish average as reported in the 2024/25 ARC in all respects.

Satisfaction with customer care

Tenants were also asked to think about the contact they have with Pineview staff and were asked how satisfied they are with the customer care provided. The response was exceptionally positive, with 98% of respondents saying they were very or fairly satisfied with the customer care provided. The proportion of tenants who were satisfied is consistent with the 2022 survey (when we first asked this question) where 98% were satisfied.

While the results are fantastic, the team at Pineview (committee, staff and the resident and customer forum) know there is always opportunities to make improvements. We will analyse the survey results in detail and acknowledge what tenants tell us is good and will learn from our tenants comments on where improvements could be made.

Once any follow on action plan from this survey has been agreed and finalised, we will publish this and then keep under review and report back progress.

Once again thank you to everyone who takes part in our surveys – without your invaluable input we cannot deliver to best meet what you want.

You can let us know your views at any time by:

- [Completing the Contact Us form at our website - Contact Us](#)
- [Telephoning our office and arranging to speak to a member of staff – 0141 944 3891.](#)
- [E-mail: mail@pineview.org.uk.](mailto:mail@pineview.org.uk)

THANK YOU!

ⁱ <https://www.researchresource.co.uk/>

ⁱⁱ In 2022 there was a drop in quality of home satisfaction. This was not surprising given our inability to undertake planned maintenance and improvements work due to various covid lockdowns and restrictions and impacts.