



Tenant Satisfaction Results 2025



Q1 Taking Everything Into Account, How Satisfied or Dissatisfied Are You With The Overall Service Provided by Paisley Housing Association

✓ Total satisfied (Very + Fairly): 92.6%

325 Tenant Interviews +/-5% Accuracy

Overall Satisfaction – 2025 Survey Results

Satisfaction Levels	No of Responses	%
Very Satisfied	122	37.5%
Fairly	179	55.1%
Neither Satisfied nor dissatisfied	22	6.8%
Fairly Dissatisfied	2	0.6%
Very Dissatisfied – No Opinion	0	0.0%

Year	% Satisfied
2025	92.62 %
2022	85.67%
2019	94.83%
ARC 24/25 (Scottish Average)	86.85%

Q3 Which methods would you prefer the Association to use to keep you informed?

Preferred Method	%
Letters	60.6%
Newsletters	58.2%
Text Message	26.2% (up from 19% in 2022)
Email	26.2% (down from 43% in 2022)
Phone	20.9%
Website	13.5%
Social Media	1.2%
Other	0.6%

Q4 How good or poor do you feel PHA is at keeping you informed about their service

Rating	% Of Tenants
Very Good	63.1%
Fairly good	36.9%
Neutral or Poor	0.0%
Total rating "Good"	100%

Year	%
2025	100%
2022	92.11%
2019	100%
ARC 24/25 (Scottish Average)	89.98%

Q6 Are you interested in any of the following ways of becoming more involved in the Association's decisions?

Preferred Method of Involvement	%
Receiving regular updates	23.1%
Providing views in surveys	12.3%
Answering short text surveys	4.6%
Attending consultation meetings	0.6%
Occasional focus group	0.3%
Residents Voice Panel	0.0%
Local neighbourhood activities	0.0%
Becoming a Board member	0.3%
Other	0.0%
No interest in involvement	72.6%

Q7 How satisfied or dissatisfied are you with the opportunities given to you to participate in Paisley Housing Association's decision-making processes?

Participation Opportunities	%
Very satisfied	59.4%
Fairly satisfied	40.6%
Neutral/Poor	0.0%
Total satisfied: 100%	100%

Satisfaction Trend	%
2025	100%
2022	85.20%
2019	99.31%
ARC 24/25 (Scottish Average)	86.34%

Q9 Overall, how satisfied or dissatisfied are you with the quality your home?

Rating	%
Very satisfied	39.1%
Fairly satisfied	56.6%
Neutral/Poor	4.3%

Satisfaction Trend	%
2025	92.84%
2022	84.21%
2019	93.10%
ARC 24/25 (Scottish Average)	84.75%

Q11 Do you think that the rent for this property represents good or poor value for money?

Rent Satisfaction	%
Very good	19.1%
Fairly good	70.5%
Neutral	9.8%
Poor	0.6%

Trend Over Time	%
2025	89.54%
2022	74.01%
2019	84.48%
ARC 24/25 (Scottish Average)	81.68%

Q13 Turning now to the neighbourhood you live in, what do you think of it as a place to live in?

Neighbourhood as a Place to Live	%
Very Good	43.7%
Fairly Good	52.3%
Neutral	3.7%
Poor	0.3%
Total Satisfied	96% Good 2025

Q14 Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?

Neighbourhood Management	%
Very satisfied	34.5%
Fairly satisfied	57.5%
Neutral	7.4%
Poor	0.6%

Trend Over Time	%
2025	92.00%
2022	79.28%
2019	96.21%
ARC 24/25 (Scottish Average)	84.23%

Q16 We currently have a Welfare Benefit & Energy Service. Have you used this service in the past 12 months?

Awareness & Use of Welfare Benefits & Energy Service	%
Yes, used the service	15.1%
No, don't need it	30.5%
Tried but couldn't access	0.3%
Didn't know about the service	54.2%

How did you hear about the Benefit & Energy Service?

How Tenants Heard About the WB & Energy Service	%
Newsletter	43.6%
Word of Mouth	29.5%
Leaflet/Poster	24.2%
Staff Referral	8.7%
Social Media	9.4%
Website	4.0%
Other	2.0%

Q18 How satisfied were you with the support you received?

Satisfaction with Service	%
Very satisfied	79.6%
Fairly satisfied	20.4%
Neutral/Poor	0.0%

Satisfaction Trend	% Satisfied
2025	100%
2022	98%

Q21 What types of community activities or groups would you be interested in?

Activity Type	%
Activities for Children and Families	19.1%
Social Events	16.9%
Health & Wellbeing Activities	15.1%
Tenant Surgeries	11.7%
Environmental or Gardening Projects	6.5%
Volunteering	3.4%
Skills & Training (digital skills)	2.8%
Other (Don't Know/Not Interested/Too Busy)	53.5%

Q22 How would you prefer to find out about community activities or events?

Communication Method	%
Posters or Leaflets	59.4%
Social Media	20.0%
Text Messages	17.2%
Email	10.5%
Staff contact or visits	1.8%
Other (Not interested/Newsletter)	13.8%

Q23 We would like to understand what you think of as your community? Is it

Definition of Community	%
Paisley as a whole	33.2%
The street you live in	27.7%
Within a 15-minute walk	20.9%
Within a 5-minute walk	18.2%
Other	0%

Q24 What would help you feel more connected to your community or neighbours?

activities

busy

hard

neighbours

Dont

Nothing

Maybe

good

already

know

people

close

one

just

fine

connected

Im

really

think

sure

idea

haloween

Happy

got

days

Feel

events

enough

Dint

want

Q25 Do you have any suggestions for community projects, events, or support that you'd like us to consider?

anything
Cultures
Maybe
languages
alike
events
Language
Affordable
hold
think
fit
know
sure
go
people
community
fete
Free
different
really
kids
enough
Gala
Im
young
classes
Dont

Q25 Do you have any suggestions for community projects, events, or support that you'd like us to consider?

Group	Suggested Activity
Family and Youth	Affordable clubs for Kids
	Christmas parties or pantomimes
	Events for young people
Cultural Inclusion	Culture events
	Culture days
	Language classes
	Support for different cultures
Social Clubs and Local Events	Men's club with pool and darts
	Fete days
	Gala days
	More local events
Accessibility and Affordability	Free events
	Anything that could help
	Things for young and old alike
Community Connection	Talk more when living in close
	Hold more community events

Tenant Age Profile

The largest age group is 35–44, making up nearly one-third of respondents.

Age Group	%
16 – 24	1.8%
25 – 34	16.3%
35 – 44	32.9%
45 – 54	20.0%
55 – 64	17.5%
65 – 74	8.9%
75 – 84	2.2%
85 plus	0.0%
Prefer not to say	0.3%

Q27 Do you consider yourself to have a disability?

Disability Status of Respondents	%
Yes	26.5%
No	73.5%

Disability Type	% of Respondents (who answered Yes)
Physical impairment	55.8%
Mental health issue	18.6%
Prefer not to say	20.9%
Autoimmune condition	4.7%
Neuro-divergent condition	1.2%
Sensory impairment (hearing)	1.2%
Sensory impairment (visual)	2.3%
Other	12.8%
Learning difficulties	0.0%

Tenant Ethnic Group Breakdown

The tenant population is predominantly White Scottish, with notable representation from African and Polish communities.

Ethnic Group	%
White Scottish	73.2%
White Polish	9.2%
African, Scottish/British African	10.8%
Indian, Indian Scottish/British	1.5%
Chinese, Chinese Scottish/British	0.3%
Pakistani, Pakistani Scottish/British	0.3%
White English	0.9%
Other	2.2%
Prefer not to say	0.9%

Q30 What best describes your belief or religion?

Belief or Religion	%
Catholic	25.8%
Protestant	12.6%
Other Christian	8.6%
Islam	1.5%
No specific religion or belief	46.8%
Prefer not to say	4.6%
Buddhism	0.0%
Hinduism	0.0%
Judaism	0.0%
Sikhism	0.0%
Other religion	0.0%
Other belief	0.0%

Q31 What is your sex? Q32 Do you consider yourself trans?

Q33 Sexual orientation

Question	Response Option	%
Q31 What is your sex?	Male	50.8%
	Female	49.2%
	Intersex	0.0%
	Prefer not to say	0.0%
Q32 Do you consider yourself trans?	Yes	0.3%
	No	98.5%
	Prefer not to say	1.2%
Q33 Sexual orientation?	Heterosexual/straight	99.7%
	Lesbian/gay woman	0.3%
	Bisexual	0.0%
	Gay man	0.0%
	Other	0.0%
	Prefer not to say	0.0%



▶ **Paisley South Property Services**
▶ **Satisfaction Results 2025**





Q1 Taking Everything Into Account, How Satisfied or Dissatisfied Are You With The Overall Service Provided by Paisley Housing Association

- ▶  **Total satisfied (Very + Fairly): 83.33%**
- ▶ **66 Owner Interviews +/-5% Accuracy**

Overall Satisfaction – 2025 Survey Results

Satisfaction Levels	No of Responses	%
Very Satisfied	11	16.7%
Fairly	44	66.7%
Neither Satisfied nor dissatisfied	10	15.2%
Fairly Dissatisfied	1	1.5%
Very Dissatisfied – No Opinion	0	0.0%

Year	% Satisfied	
2025	83.33 %	
2022	79.17%	
2019	89.36%	
ARC 24/25 (Scottish Average)	57.86%	

Q2.1 Which methods would you prefer us to contact you and keep you informed?

Preferred Method	%
Website	45.0%
Email	65.2%
Text Service	6.1%
Letter	40.9%
Other (Telephone)	3.0%

Q2.2 How well do we keep you informed about our services and decisions?

Satisfaction Levels	%
Very Good	21.2%
Fairly Good	69.7%
Neither Good nor Poor	6.1%
Fairly Poor	1.5%
Very Poor	1.5%
Total Satisfied	91% Good 2025

Q3.1 Do you use the internet or go online

Preferred Option	%
Yes – At Home	78.6%
Yes – My Mobile Device	66.7%
Yes – At Work/Laptop	6.1%
No	7.6%

Q3.2 Would you use an online account to access some services

Preferred Option	%
Yes	50.8%
No	49.2%

Q3.3 If yes which online service would you find useful

Preferred Option	%
Pay Bills	74.2%
Report A Repair	87.1%
Track a Repair	90.3%
View Account Information	93.5%
View Your Written Statement	80.6%
View Your Title Deeds	35.5%
Other	0.0%

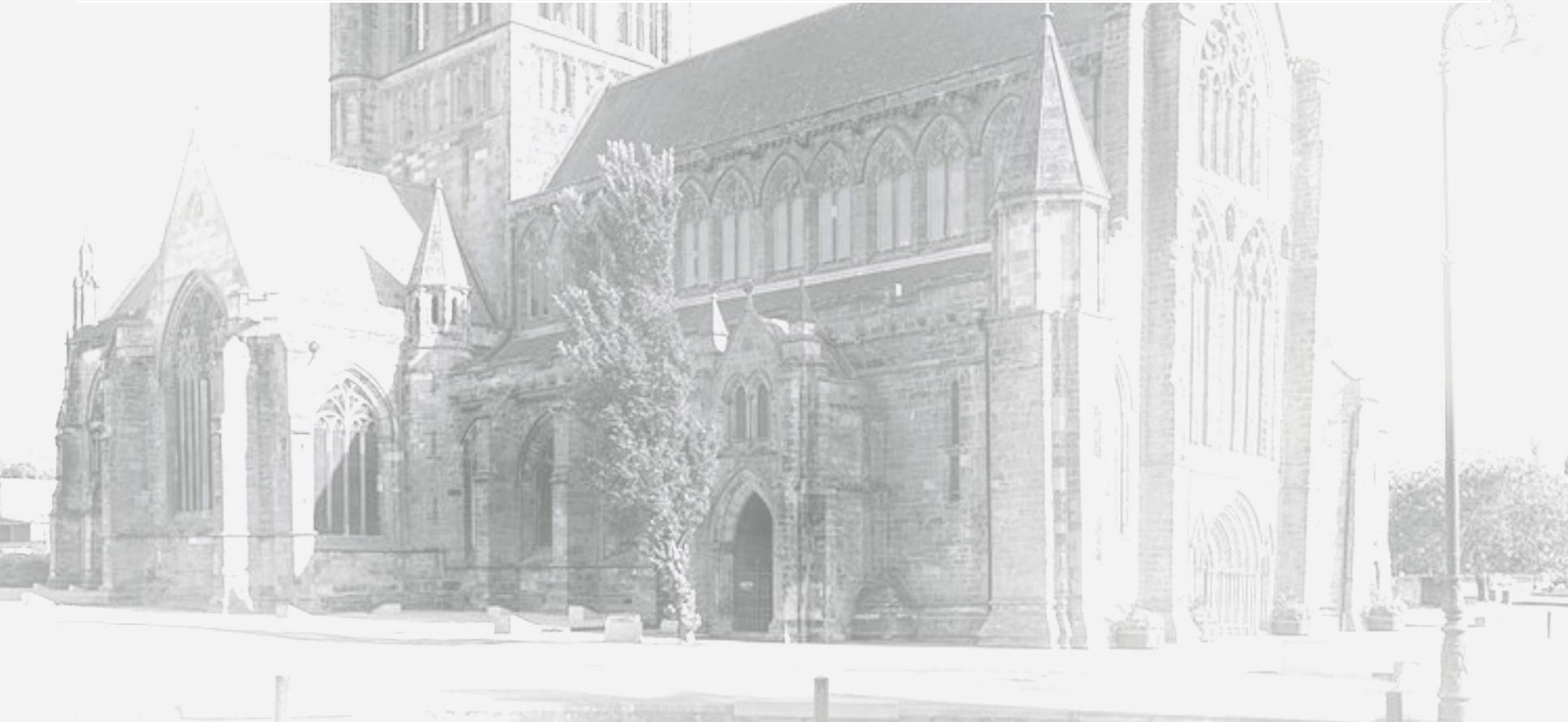


Q4.1 Thinking about the last time you contacted us, how satisfied were you with the customer service you received

Satisfaction Levels	%
Very Satisfied	18.2%
Fairly Satisfied	42.4%
Neither Satisfied nor Dissatisfied	4.5%
Fairley Dissatisfied	0.0%
Very Dissatisfied	0.0%
Not Contacted	34.8%
Total Satisfied	93%

Q4.2 If you were not satisfied, did you tell us or make a complaint

Complaint/Not Satisfied	%
Yes	0.0%
No	100%



Q5.1 How satisfied are you with the following services in your building or area

Services	%
Close Cleaning	70%
Garden Maintenance	58%
Requesting Bulk Uplift	71%
Reporting Common Repairs	74%
Building Insurance	74%
Maintenance of Common Areas	71%



Q6.1 How Satisfied are you with the information we provide on the following;

Service / Information	%
Written Statement of Service	91%
Annual Updates of the Written Statement	89%
Newsletter	87%
Planned / Cyclical Maintenance Programme's	78%
Invoices	81%



Q6.2 Overall, do you feel you management fee represents value for money

Satisfaction	%
Very Good	12.1%
Fairly Good	53.0%
Neither Good nor Poor	27.3%
Fairly Poor	6.1%
Very Poor	1.5%
Total Satisfaction	65%



Q7.1 Would you be interested in being more involved or connected to your area

Feedback	%
I would be interested in joining an owners' group	6.1%
I would like to take part in community activities	1.5%
I would like updates on how to get involved	13.6%
I am not interested right now	83.3%

