



Abronhill Housing Association gets a major boost to its approval rating from Tenants!



Abronhill reveals a fantastic set of results in its three-yearly tenant satisfaction survey that have just been published. Cumbernauld based Abronhill, was given a huge vote of satisfaction from its tenants.

Abronhill – which has 258 homes, and is one of the smallest community run housing associations in Scotland - achieved very high scores across a number of key performance indicators.

A total of 95% of those questioned were satisfied with Abronhill's overall service – improving on its 2019 performance of 92%, despite the disruption caused by the pandemic and successive lockdowns.

The findings also revealed:

- ✓ 96% were satisfied with the “customer contact experience” offered by Abronhill
- ✓ 96% said the Association was good at keeping tenants informed
- ✓ 95% were satisfied with the repairs service for their homes
- ✓ 91% were satisfied with being part of Abronhill's decision-making process
- ✓ 89% were satisfied with the quality of their home
- ✓ 88% were satisfied with the management of their Neighbourhood
- ✓ 88% said they felt the rent they pay was “good value for money”

The survey was carried out by The Knowledge Partnership in December and January through a mix of face-to-face and telephone interviews.

Abronhill Director Stephen Macintyre said: “These are a great set of results which reinforce just how much our tenants value a locally run housing service.

“Whilst there are one or two areas where we can still do better we look forward to engaging with our tenants to agree how we can improve further in these areas.”

“Overall this strong performance ranks us in the top 10 best performing housing associations in the country and that is something the staff and committee teams can be very proud of.”