

## HOUSING MANAGEMENT &amp; MAINTENANCE REPORTS

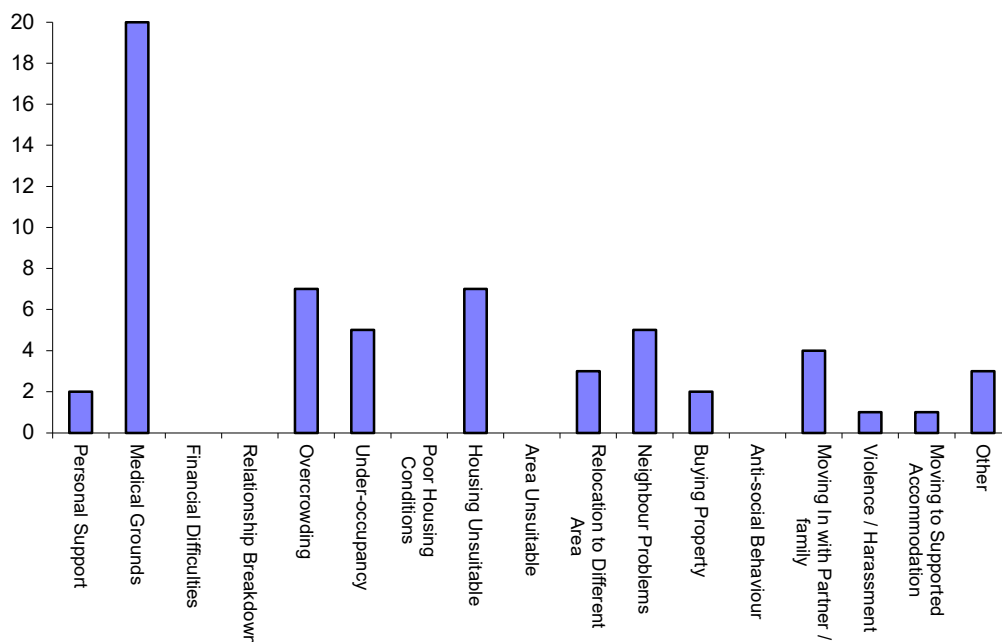
## 7.3 - TENANCY TERMINATION SATISFACTION SURVEY 2024 / 25 REPORT to the Meeting of the Full Management Committee, Thursday the 26th of June 2025.

In order to analyse the reasons why tenants terminate their tenancy, and to gain feedback about the quality of services provided, the Association issues outgoing tenants with a satisfaction survey. Survey forms were issued to households who terminated their tenancy between 1 April 2024 and 31 March 2025.

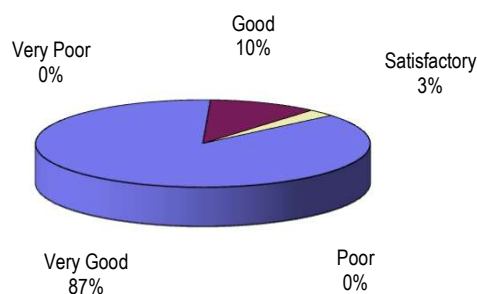
During the year, sixty-two tenancies were terminated. Of these, five were terminated following a mutual exchange and two were terminated owing to the death of the tenant. Of the sixty tenants who provided notice, thirty-nine completed the survey representing a response rate of 65.0%. Tenants were asked to respond to a number of questions about the quality of services provided by the Association.

The response to the key questions are detailed below:

## 1. What are your main reasons for moving?



## 2. In general, how would you rate the Housing Management Service you received from the Association?

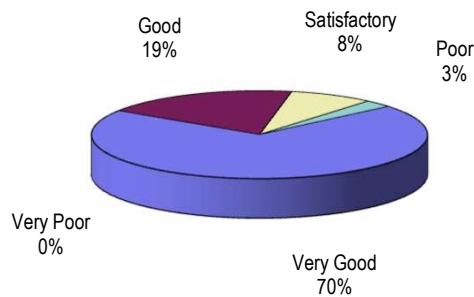


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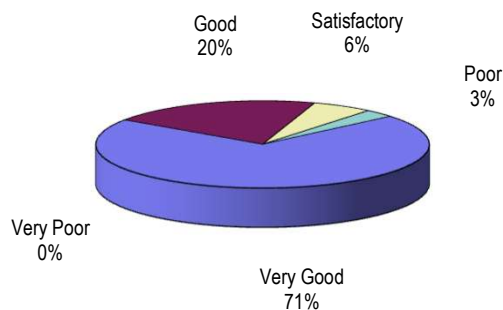
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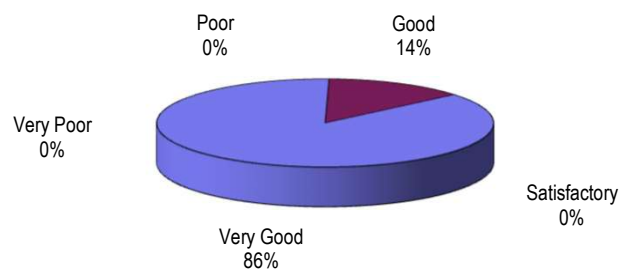
3. In general, how would you rate the Maintenance Repair Service you received from the Association?



4. In general, how would you rate any other service you received from the Association, such as stair cleaning or backcourt maintenance?



5. Overall, how do you rate Yoker Housing Association Limited as a landlord?



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**Conclusions**

Tenants provided a wide range of reasons for terminating their tenancy. The most common reasons recorded were medical / health reasons, overcrowding and unsuitable housing. In the case of unsuitable housing, an analysis was carried out to determine the specific reasons why tenants decided to terminate their tenancy. In all cases the tenants stipulated medical needs as the primary reason for terminating their tenancy.

In order to assess satisfaction levels, outgoing tenants were asked to rate the different services provided by the Association. The results confirm a very high level of satisfaction with the Housing Management service with ninety-seven percent of respondents rating the service as either good or very good. The remaining three percent of respondents rated the Housing Management service as satisfactory. The one respondent who rated the service as satisfactory did not provide a reason for the lower rating.

Eighty-nine percent of respondents rated the Maintenance service as either very or fairly good while eight percent of respondents considered the Maintenance services to be satisfactory. The remaining three percent rated the service as poor. One respondent who rated the service as satisfactory stated that some repairs were not completed right first time. The one respondent who rated the service as poor stated that their "new bathroom was put in back to front". This comment could be interpreted in different ways, however, no issues were highlighted at the snagging visit and no issues were reported to Maintenance services following completion of the works.

With regards to other services, such as stair cleaning services and backcourt services, the survey indicates a high level of satisfaction with ninety-one percent of respondents considering the services to be either very or fairly good while six percent of respondents consider these services to be satisfactory. The remaining three percent rated the service as poor. The respondents who considered the service to be either satisfactory or poor did not provide any reasons for their opinion.

The high level of satisfaction is further demonstrated with all respondents rating the Association as either a good or very good landlord.

In conclusion, the survey indicates that outgoing tenants are leaving the Association for a variety of reasons. However, despite choosing to terminate their tenancy, the vast majority of tenants considered the services provided by the Association to be either good or very good. Furthermore, all respondents considered the Association to be either a good or very good landlord.

**Purpose of Report**

This report has been prepared for information.

**Conflicts of Interest**

No conflicts of interest declared or known.

**Risk Management**

The risk relating to the termination of tenancies and tenancy sustainment is covered by risk 14 in the Association's Risk Register. The risk of failing to meet tenants' needs and aspirations could result in a higher turnover of stock and therefore higher void periods and rent loss. To mitigate this risk the Association monitors the reasons why tenants terminate their tenancy and obtains feedback from former tenants regarding the Association's services. The Association uses this information to ensure that services provided are fit for purpose.

**Scottish Housing Regulator – The Standards of Governance and Financial Management for RSLs**

This report relates to Standard 2 – "The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities". This report relates specifically to guidance items 2.1 and 2.4.