

Tenant Satisfaction Survey 2026

The results from our three-yearly tenant satisfaction survey are in!

To better understand how you feel about Cairn and the services we provide, we asked an independent research company, Research Resource, to carry out the satisfaction survey on our behalf.

A total of 966 tenants took part in the survey. Responses were collected through a combination of telephone interviews and online surveys which gives us a strong and reliable set of results that accurately reflect your views.

Research Resource were able to pick a sample of tenants from across the country, including different housing types, such as our independent living homes.

As well as this, they also carried out a survey with our factored owners. Owners were invited to take part in a number of ways, including online surveys, postal questionnaires and telephone interviews, helping us gather feedback from as many people as possible.

In total, 192 factored owners responded to the survey, providing valuable insight into their experiences and satisfaction with the services we deliver.

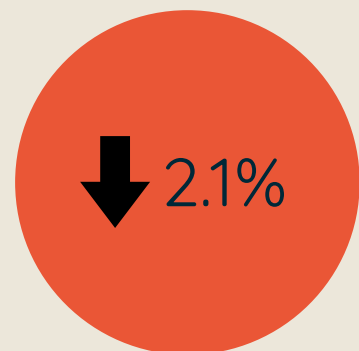
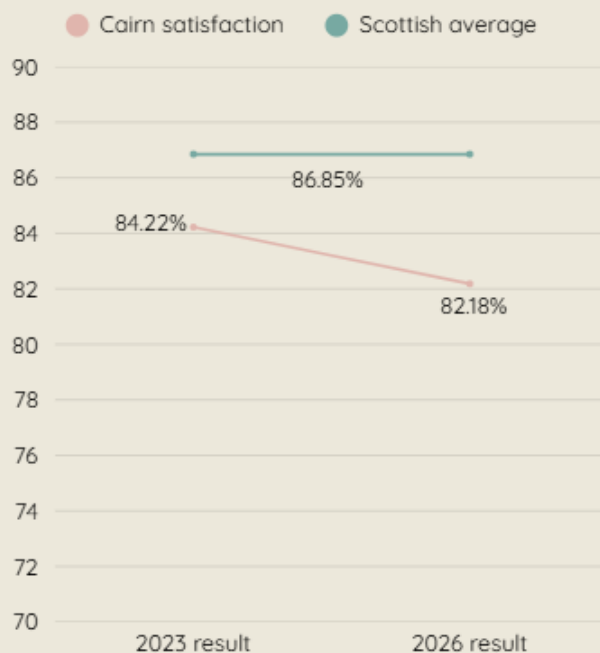
The results of these surveys will help shape our priorities, decision-making and direction for the future of Cairn, ensuring your voice is heard and continues to inform the services we provide.

Thank you very much to everyone who took part in the survey, your experiences and feedback are very valuable to us.



Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Cairn Housing Association?



We then asked the reason for their answer, the common answers were:

Happy with everything

Poor repairs service

Friendly staff

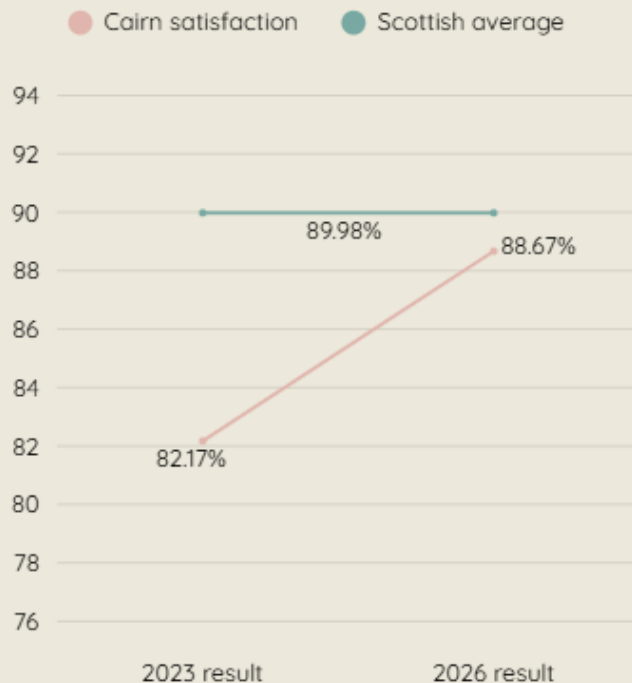
Excellent services

Home needs upgrades

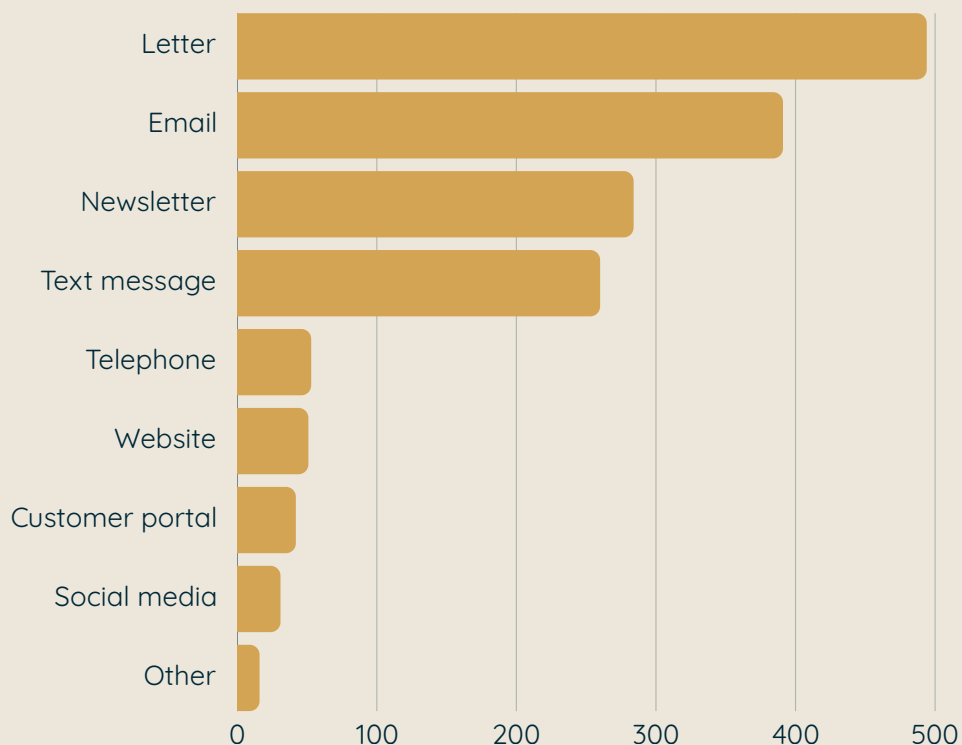
Lack of communication

Communication

How good or poor do you feel Cairn is at keeping you informed about their services and decisions?

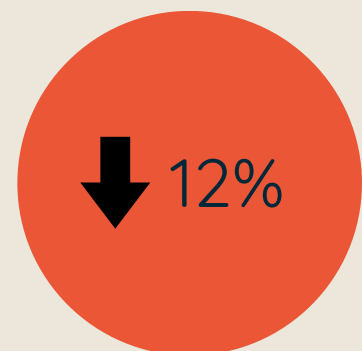
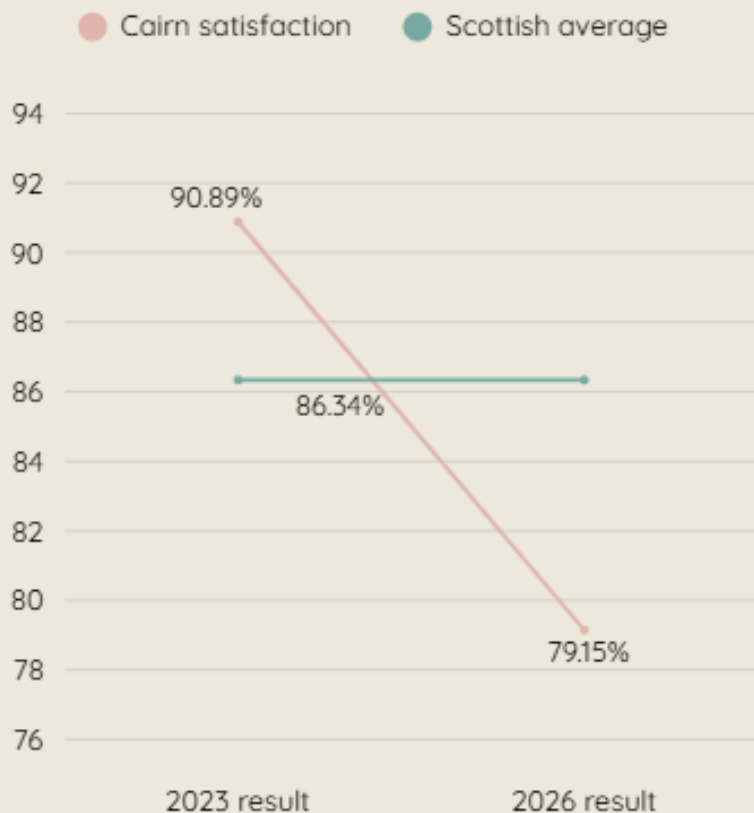


How would you prefer to be kept informed?



Communication

How satisfied or dissatisfied are you with the opportunities given to you to participate in Cairn's decision making process?



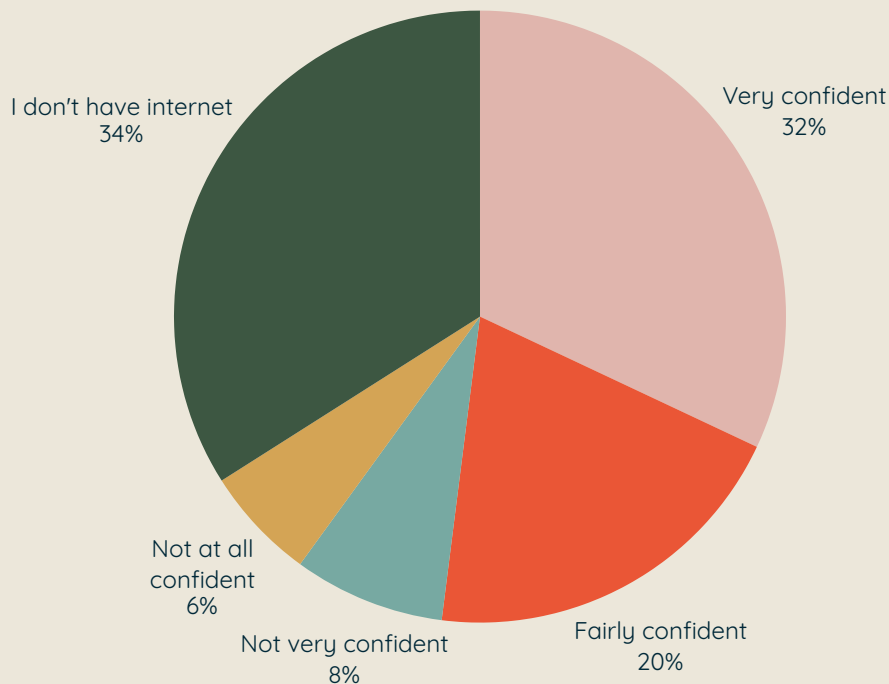
How satisfied are you with the time it takes for Cairn to respond to your enquiries?



85% very satisfied or fairly satisfied

Digital preferences

How confident would you feel completing a task online without asking for help?



From the services available on the portal, which would you be most likely to use?



Reporting repairs and seeing repairs status (38%)



Updating personal details (32.2%)



Seeing rent balance in real time with no delay (29.7%)



Digital preferences

You told us you also wanted to use the portal to:



Log and get updates on complaints (29.4%)



View correspondence from us (28.9%)



Answer surveys (25.5%)



Make payments (24.8%)



View historical rent information (24.2%)

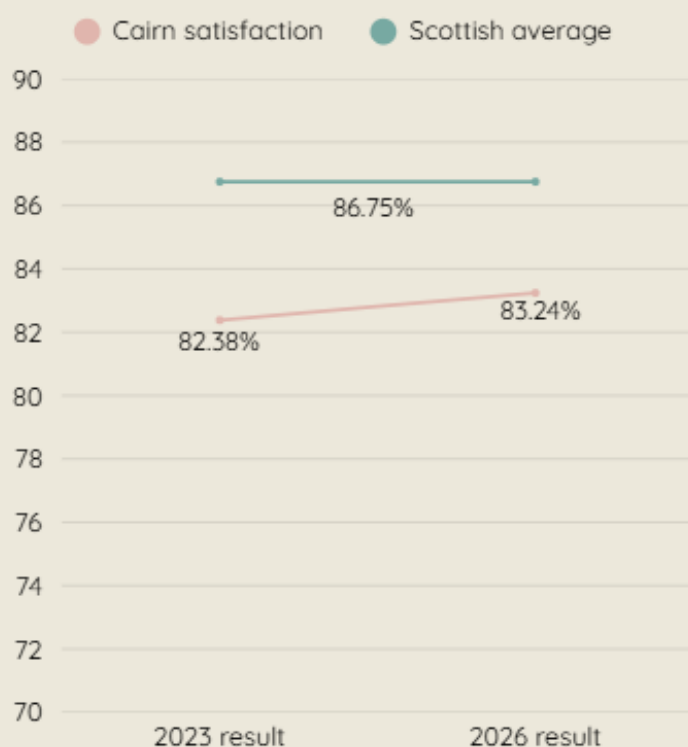


Keep an antisocial behaviour diary (23.5%)



Repairs and maintenance

Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Cairn?



What needs to be improved with the repairs service?

Still outstanding / not complete

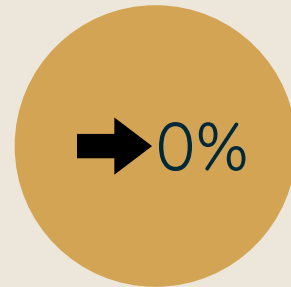
Too long taken to complete

Poor quality of workmanship

Did not complete on first visit

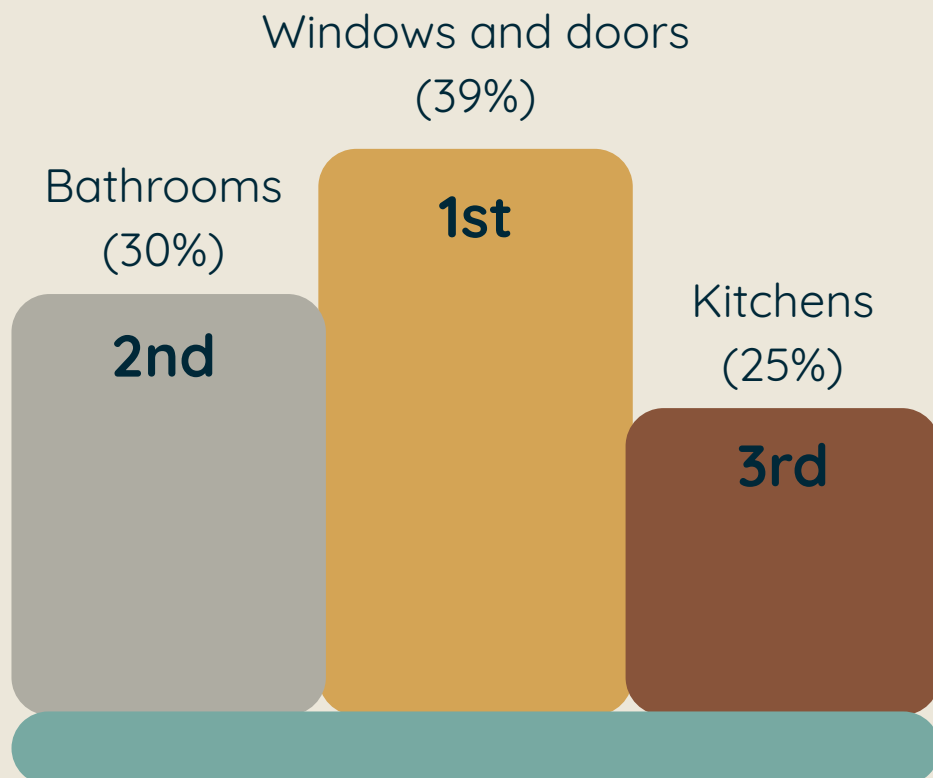
Quality of homes

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



82% Cairn satisfaction 2026
(85% Scottish average)

What are your top 3 priorities for improvement?

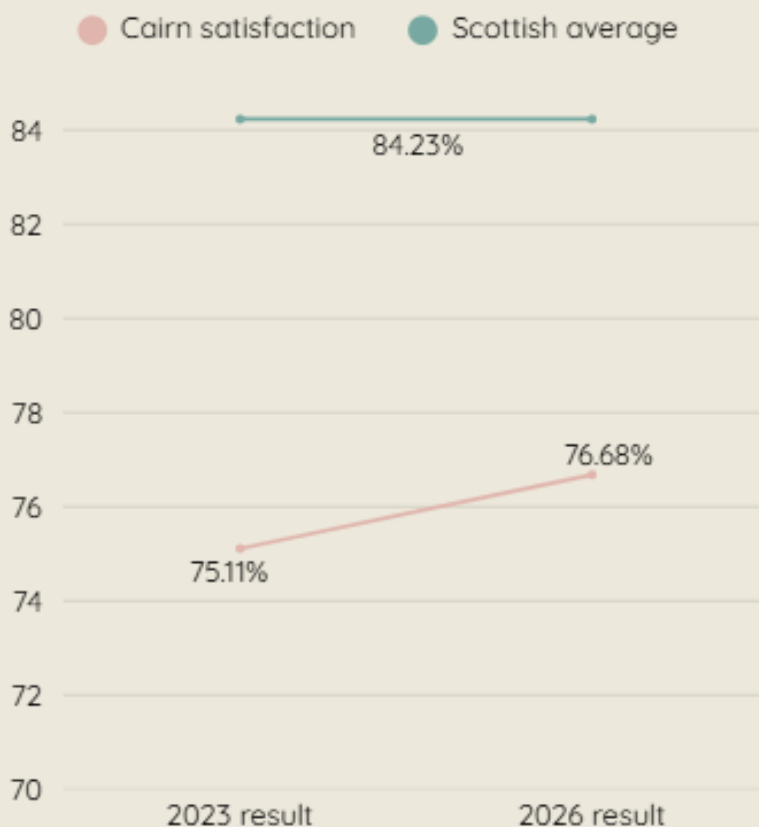


Quality of homes

How satisfied are you with your neighbourhood as a place to live? (A place where you feel safe, you belong and you want to stay)

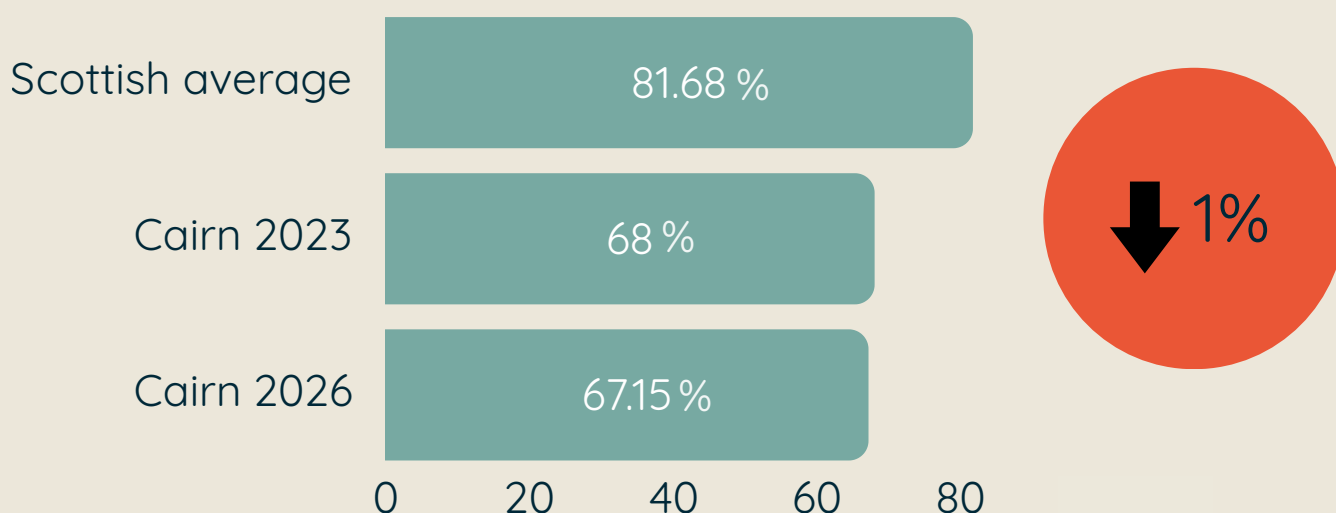


Overall, how satisfied are you with Cairn's contribution to the management of the neighbourhood you live in?



Value for money and landlord satisfaction

Taking into account the accommodation and services Cairn provides, to what extent do you think that the rent for this property represents good or poor value for money?



Would you recommend Cairn as a landlord to your friends and family?



9/10 tenants would recommend

Improvements

If you could give Cairn Housing Association one recommendation for improvement, what would it be?

Upgrades to homes

Communication / being kept updated

Vetting of tenants

Repairs service

Allocation of homes

Build more homes

Communal services

Listen to tenants

Improve the building

Be more understanding

Outside maintenance

More parking

Deal with antisocial behaviour

Reduce rent



Factoring satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the factoring service?

27.23%



*(Scottish average: 57.86%)

We then asked the reason for their answer, the common answers were:

Communal
maintenance not
done

Charges
too high

Don't provide
many services

Lack of
communication

Lack of
itemisation in
bills

Don't know
what they do

Helpful staff,
happy with
services

Dissatisfaction
with repairs

Billing issues

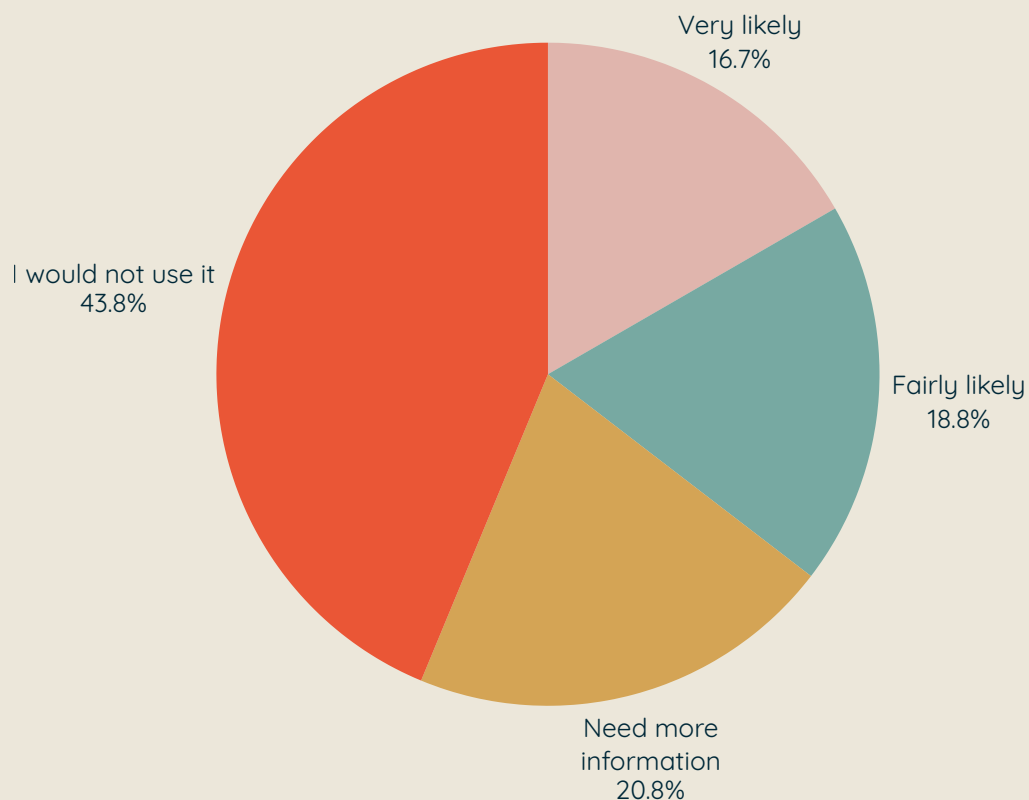
Factoring portal

Are you aware Cairn are launching a new portal available to factored owners?



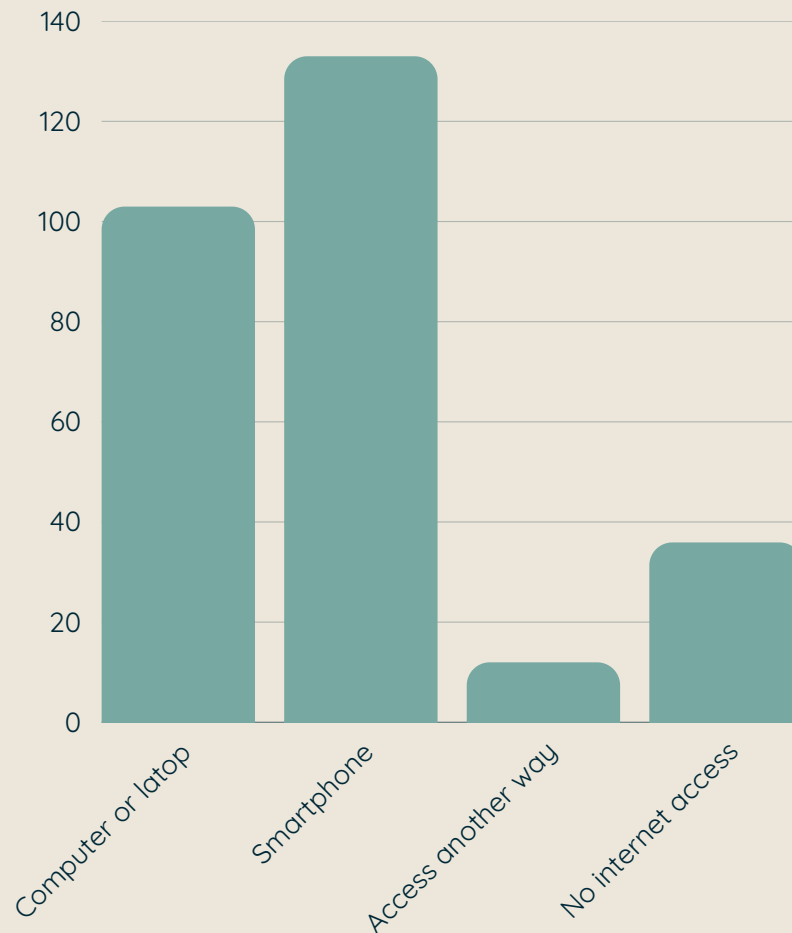
7% of owners aware of portal

How likely are you to use it for things like paying fees, updating your details, or communicating with our team?



Factoring portal and value for money

How does your household have access to the internet?



Do you think your management fee represents good value for money?



25% of owners feel their management fee is good value for money

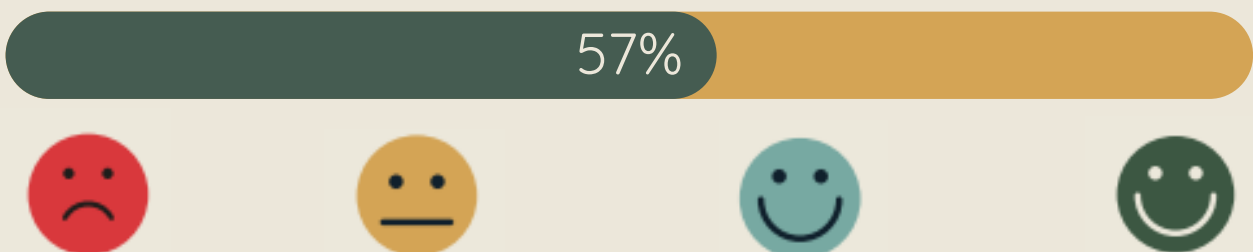


Communication and repairs

What was the reason for your last contact with Cairn Housing Association?



Overall, how satisfied were you with the repair carried out?



Summary of findings

What are our strengths and where can we improve

The 2026 satisfaction survey demonstrates that Cairn, in general, provides a strong and valued service.

Compared to our last survey, areas such as keeping you informed, neighbourhood management and repairs satisfaction have all improved.

While these findings are encouraging, the survey also identifies several opportunities for improvement. The most significant priorities include strengthening tenant participation and engagement, improving perceptions of value for money, continuing investment in homes, and addressing concerns around factoring services.

Looking ahead, there are several improvements planned in these areas, to name a few:

- Dedicated tenant engagement officer and launch of new tenant participation groups.
- Rent consultation brochure providing additional information and rationale of any proposed increases.
- Continued investment in homes, with £10m allocated for 26/27.
- Additional targeted surveys to understand more about key issues and using the results to inform decisions.



Thank you

The results show that while there are areas you feel we perform well in, there is also clear room for improvement.

Over the coming months, we will take these focus areas and create action plans in order to enhance the services that matter most to you.

We will share our progress regularly through a variety of channels so that you can see the impact your feedback has throughout the organisation.

If you have any further comments or suggestions, please don't hesitate to get in touch with us, we want to hear your views to ensure we are constantly driving forward improvement. You can do this by phoning 0800 990 3405 or via email at enquiries@cairnha.com.

