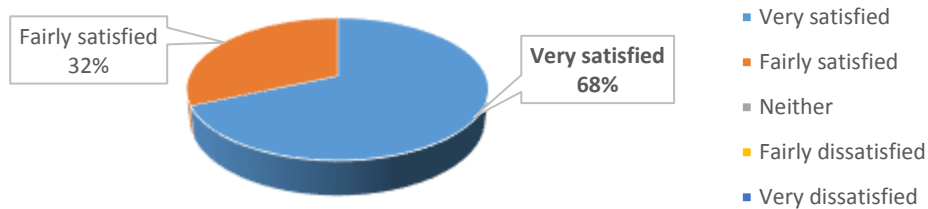


# Alderney Housing Association Resident Satisfaction Survey 2020 - Statistics

**35% overall response rate (19 out of 55 returned).**

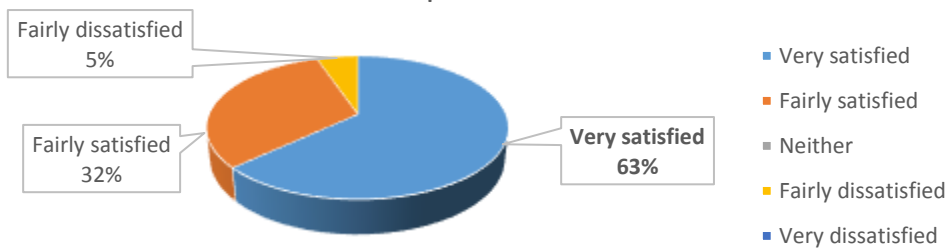
Of those returned:

1. How satisfied are you with the overall quality of your home?



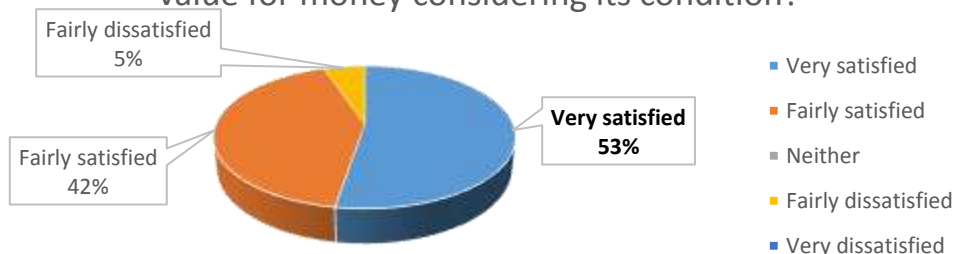
13	68.42%	Very satisfied
6	31.58%	Fairly satisfied

2. Generally how satisfied are you with the way AHA deals with repairs and maintenance?



12	63.16%	Very satisfied
6	31.58%	Fairly satisfied
1	5.26%	Fairly dissatisfied

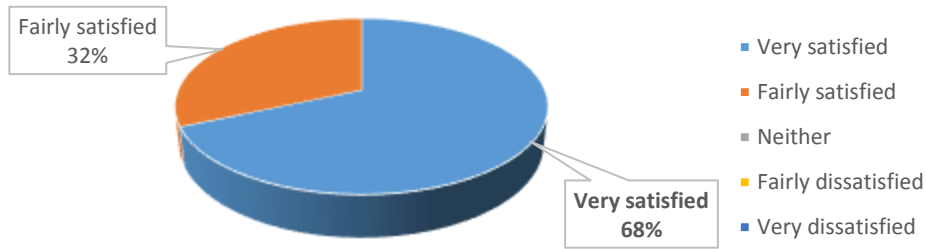
3. How satisfied are you that your rent provides value for money considering its condition?



10	52.63%	Very satisfied
8	42.11%	Fairly satisfied
1	5.26%	Fairly dissatisfied

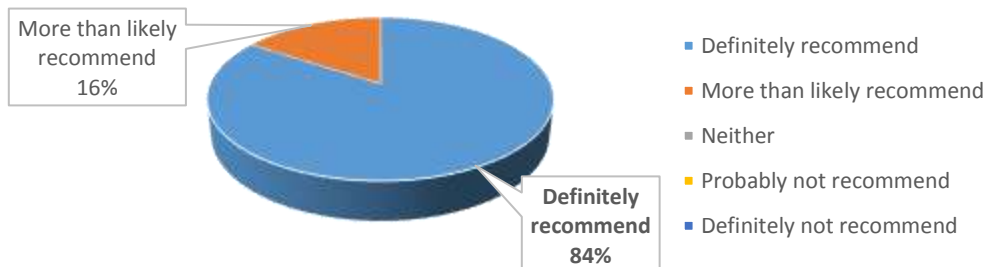
# Alderney Housing Association Resident Satisfaction Survey 2020 - Statistics

4. How satisfied are you that AHA communicates and listens to your views and acts on them?



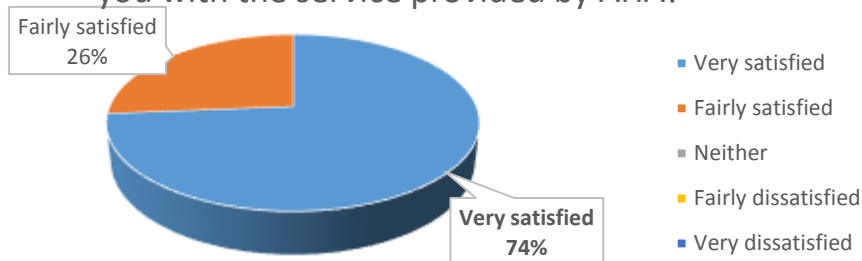
13	68.42%	Very satisfied
6	31.58%	Fairly satisfied

5. If a friend of yours was in need of housing, how likely is it that you would recommend AHA?



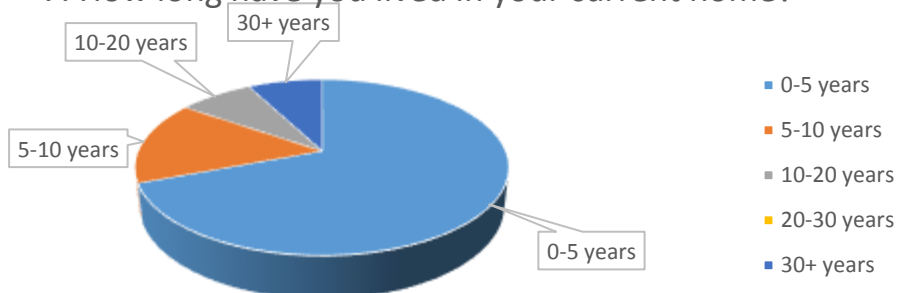
16	84.21%	Definitely recommend
3	15.79%	More than likely recommend

6. Taking everything into account how satisfied are you with the service provided by AHA?



14	73.68%	Very satisfied
5	26.32%	Fairly satisfied

7. How long have you lived in your current home?



69.23%: 0-5 years    15.38%: 5-10 years    7.69%: 10-20 years    7.69%: 30+ years