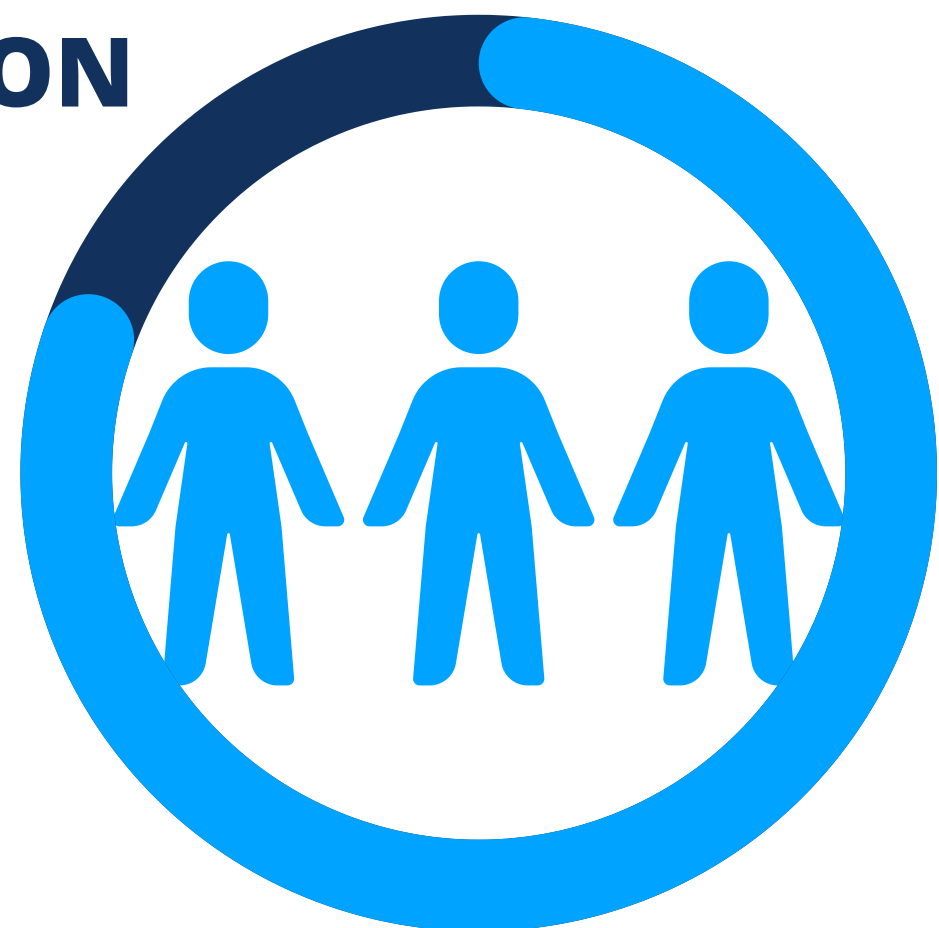


MIDLOTHIAN COUNCIL TENANT SATISFACTION SURVEY 2022

Between August and September 2022, Midlothian Council invited Knowledge Partnership, an independent market research company, to carry out a tenant satisfaction survey to establish how tenants feel about our services and where we might be able to do better. A total of 750 tenants were surveyed face to face, and as the analysis is now complete, Knowledge Partnership has prepared the following results summary. If you would like to find out more about the survey, please contact the Council's Housing Team on 0131 270 7500. Contact: Hazel Thomson.

OVERALL SATISFACTION

82%



REPAIRS

72%



HOUSING

84%



NEIGHBOURHOOD

86%



VALUE FOR MONEY

81%



INFORMATION

80%



TENANT PARTICIPATION

78%



NEXT STEPS

The Council's staff team is currently reviewing the survey report. We will use the information it contains to assess our performance overall including identifying areas for improvement across key services such as repairs, and housing quality. Events to discuss the survey results are being planned and we would encourage you to attend these. Please contact Midlothian Council for further details.