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COMMUNITY  
CENTRE





## Welcome to our 2019 annual report

Instructions for using the annual report.

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We also have audio, click on this icon to listen to our report.



## Customer satisfaction

84% of tenants are satisfied with the overall service they receive from us. This has dropped 3% since 2016. It compares with the Scottish average of ??.

We recently held focus groups to find out why our satisfaction has gotten worse.

We are producing an action plan based on the feedback we received.



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## Customer information and participation

84.2% feel that we are good at keeping them informed about our services and decisions. After staying the same for the last three years, this has dropped 3%. It compares with Scottish average of ??.

73.3% of tenants are satisfied with opportunities given to them to participate in our decision-making process. We have improved almost 5% since last year. However, we are still below the Scottish average of ??.

We have completed a Scottish Government programme on tenant participation so we hope this figure will continue to improve.



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