



Residents Satisfaction Survey

2026



Introduction

Listening to residents is central to how we plan, deliver and improve our services. This report brings together feedback from our most recent resident satisfaction survey and highlights what you have told us about your experience of our services.

The findings in this report help us understand what is working well and where we need to focus further improvement. They also allow you to see how satisfaction has changed over time and what we are doing in response.

How we asked for your views

In 2026, residents were invited to take part in our satisfaction survey which is carried out every two years. The survey covered a wide range of topics, many of which are discussed throughout this report, including:

- Repairs and maintenance
- Safety and the condition of homes
- Communication and engagement
- Complaints and anti-social behaviour
- Neighbourhoods and shared spaces

Thank you to the 76 residents who responded to the survey.

Alongside our own locally focused questions, the survey also included a set of **Tenant Perception Questions (TPs)** required by the **Regulator of Social Housing**. These national questions help ensure that residents' views are measured consistently across all social housing landlords.

Key findings at a glance:

- **100% overall satisfaction** with our services
- **96%** of residents would recommend their home to others
- Excellent performance in repairs, home safety, and communal areas
- Most residents (90.8%) know how to complain, but 7 reported they did not. As complaints can be made via noticeboards, staff, or by phone, our focus is on increasing awareness of these existing channels.

Our priorities for the coming year are to improve awareness of how to make a complaint, strengthen complaint handling communications, continue improving how we manage anti-social behaviour and increase opportunities for social activities.

Overall Satisfaction

- **100%** of residents are satisfied with our overall service (**76 out of 76**)
- **96%** would recommend their accommodation (**73 out of 76**)

What this tells us

You told us you are highly satisfied with the service you receive and feel confident recommending your home to others. Maintaining this level of satisfaction remains a key priority.



Thank you for
your services
and support

Repairs and Maintenance

- **98.7%** satisfaction with the overall repairs service (**75 out of 76**)
- **94.7%** satisfaction with the time taken to complete the most recent repair (**72 out of 76**)
- **97.4%** rated the quality of repairs as good or very good (**74 out of 76**)

What this tells us

Repairs continue to be a strong area of performance. We will focus on improving communication during repairs to further enhance resident experience.

Your Home

- **100%** of residents say their home is well maintained (**76 out of 76**)
- **100%** feel their home is safe (**76 out of 76**)



I feel safe and
comfortable

What this tells us

You told us you feel safe and well supported in your homes. These results reflect strong asset management and a continued commitment to safety.

Communication and Support

- **94.7% say we keep them informed (72 out of 76)**
- **94.7% feel we listen to their views (72 out of 76)**
- **96.1% feel they** are treated fairly and with respect **(73 out of 76)**

What this tells us

You told us you feel listened to and respected. We will continue to use clear, timely communication and provide opportunities for you to share your views.

Complaints

- **90.8%** know how to make a complaint **(69 out of 76)**
- **10.5%** have made a complaint in the last two years **(8 out of 76)**
- Of those who complained, **75%** were satisfied with how their complaint was handled **(6 out of 8)**. One out of 8 said they were neither satisfied nor dissatisfied, and one out of 8 did not answer. No residents said they were dissatisfied with our complaint handling.

What this tells us

A key issue to address is that **7 residents** said they **do not know how to make a complaint** (69 out of 76 said they do).

We already advertise the complaints process on scheme noticeboards, and our procedure already allows residents to complain by asking staff or by phone. However, we recognise that some residents may not regularly access noticeboards or written information (for example, residents who rarely leave their flat, have sight or literacy needs, or need information in a different format). We will therefore focus on increasing awareness of the existing ways to complain by providing regular reminders and offering information in alternative formats, and by checking during routine contacts that you know how to raise a complaint if you need to.

Neighbourhood and Community

- **100%** say communal areas are well maintained **(76 out of 76)**
- **98.7%** feel we make a positive contribution to the neighbourhood **(75 out of 76)**
- **88.2%** are satisfied with how anti-social behaviour is handled **(67 out of 76)**

What this tells us

You told us you are satisfied with your local environment and your community contribution. However, managing anti-social behaviour remains an area for continued improvement.

Year-on-Year Performance Comparison (2024–2026)

Alongside the detailed feedback discussed in the sections above, we also measure resident satisfaction using a standard set of questions required by the Regulator of Social Housing. These questions were included as part of the same survey and reflect the same service areas already covered.

TPO	Question	2024	2026	Change
TPO1	Overall Satisfaction	99%	100%	↑
TPO2	Overall Repairs Service	99%	99%	→
TPO3	Satisfaction with Most Recent Repair	94%	95%	↑
TPO4	Home well maintained	96%	100%	↑
TPO5	Home Safe	100%	100%	→
TPO6	Landlord Listens	98%	95%	↓
TPO7	Keeps Residents Informed	95%	95%	→
TPO8	Treats with Respect	98%	96%	↓
TPO9	Satisfaction Handling Complaints	100%	75%	↓
TP10	Communal areas well maintained	99%	100%	↑
TP11	Positive contribution to neighbourhood	85%	99%	↑
TP12	Satisfaction approach to ASB	89%	88%	↓

What You Told Us

Alongside the survey results, you also shared your experiences in your own words. These comments give valuable insight into what matters most to you and help bring the survey findings to life. Comments have been lightly edited for clarity.

Feeling Safe and Secure

You told us that feeling safe, secure and well supported in your home is very important.

"I feel very safe and really appreciate that all the staff have my best interests at heart."

"I don't have any worries – I feel safe and secure."

"Feeling safe and supported."

"I feel safe and comfortable."

"Feeling safe and knowing I only need to pull the cord when I'm ill."

Friendly and Supportive Staff

You highlighted the positive impact of staff, describing them as caring, approachable and supportive.

"The staff and residents are really good and friendly."

"Staff are very pleasant and kind and will listen if there is a problem."

"The staff are lovely."

"A big thank you to all staff for their hard work."

"I feel the staff are very helpful."

Clean and Well-Maintained Environment

You told us how much you value clean, safe and well-maintained surroundings.

"Very clean environment."

"Safe, very clean."

"Clean, safe, happy environment."

"The building is always clean, smells fresh and has bright lighting."

"Lovely surroundings and well-kept gardens."

Community and Independence

You told us you value both independence and a sense of community.

"I have the choice to mingle with other residents."

"It has given me independent living back."

"Like having a family."

"Peace and quiet, surroundings, facilities, support and friendly atmosphere."

"The freedom to come and go as we wish."

Suggestions for Improvement

While feedback was overwhelmingly positive, you also shared some suggestions for improvement.

"More activities / social events."

"Litter problem."

"Remove all debris from under the bushes."

"Better tumble dryer."

"More interactions with each other and activities to create social interaction."

What this tells us

What you told us strongly reflects the high levels of satisfaction shown in the survey results, particularly around safety, support from staff, and the quality of the environment.

Your suggestions highlight opportunities to improve social activities and address some practical aspects of the environment. These are valuable insights which have directly informed our priorities for the year ahead.

Key Priorities for 2026–27

1. Improve awareness of how to make a complaint

- Provide regular reminders through newsletters, noticeboards, coffee mornings and residents' meetings
- Ensure you know that you can raise concerns in person, by phone or in writing
- Offer information in accessible formats where needed

2. Continue improving our response to anti-social behaviour

- Keep you updated after you report anti-social behaviour concerns
- Provide clear communication about actions being taken where appropriate

3. Maintain high-performing services

- Continue delivering high-quality repairs services
- Maintain strong home safety standards
- Keep communal areas clean, safe and well maintained

4. Enhance resident wellbeing and activities

- Build on community engagement through our Activities and Wellbeing Officer
- Increase opportunities for social activities and wellbeing initiatives
- Continue creating opportunities for you to connect and share feedback

We are proud of the positive feedback received in this year's survey and are committed to building on these results.

With continued investment in core services and new initiatives, we will continue listening and improving services that matter most to you.

Thank You

We would like to thank all residents who took part in the survey. Your feedback helps us understand what we are doing well and where we need to improve, ensuring we continue to provide high-quality services for everyone.
