

Your Views

Tenant Satisfaction Survey 2025

About the Survey

Between July and September 2025, many of you took part in an important survey. All tenants were invited to part in the survey by completing a postal, telephone or online questionnaire.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way Wyedean Housing Association maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels, and the issues tenants are most concerned about, informing Wyedean Housing Association's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



180

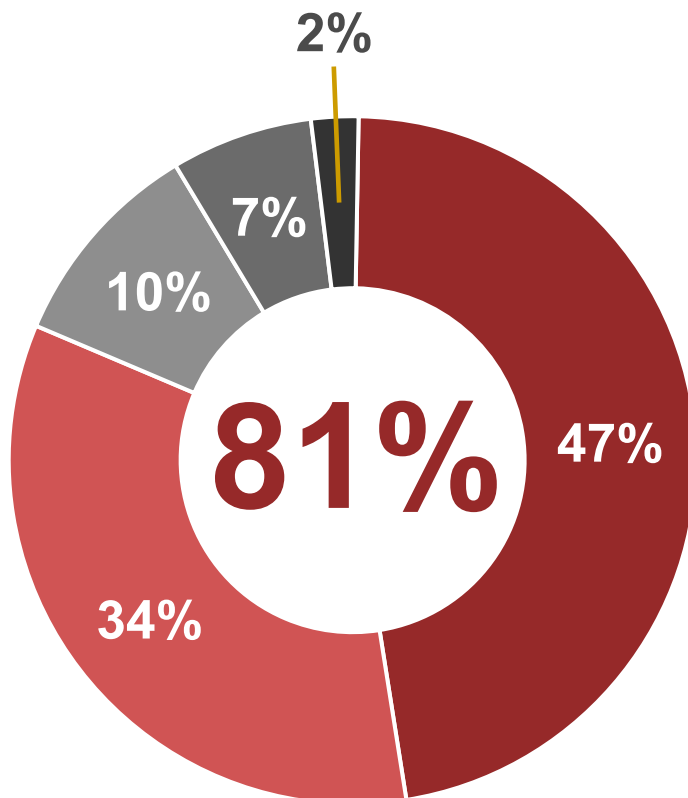
tenants took
part out of a
total of 461
households

A big thank you to everyone who took part!

Overall Service



Eight out of ten tenants are satisfied with the overall service provided by Wyedean Housing Association (**81%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



Three-quarters of tenants are satisfied that they are provided with a home that is well maintained **(74%)**.



Tenants are similarly satisfied that Wyedean Housing Association provides them with a home that is safe **(76%)**.



Over seven out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained **(74%)**.



Repairs Service



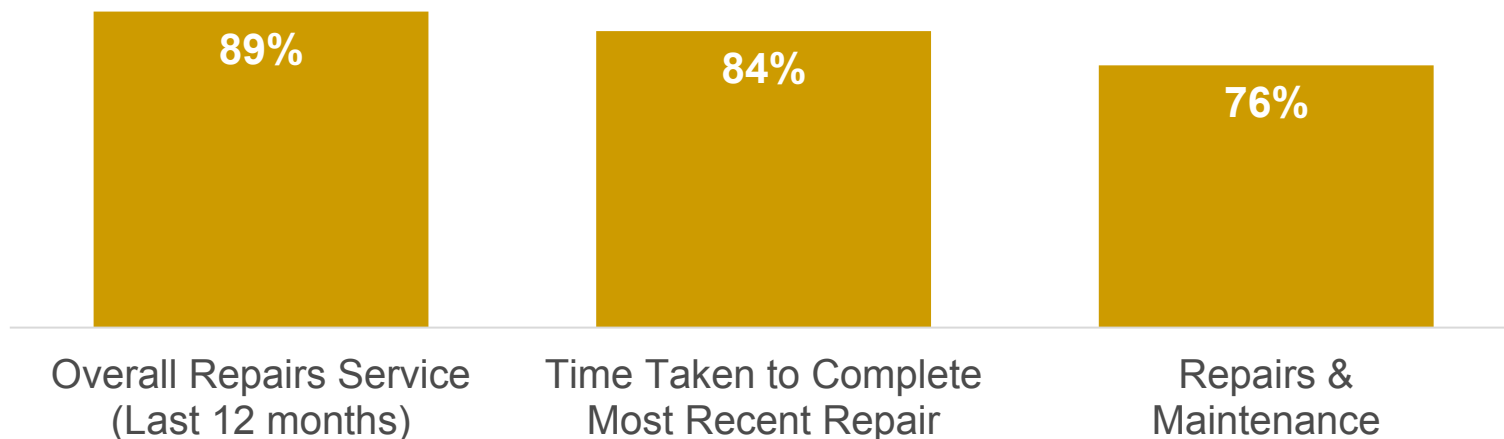
Nine out of ten tenants who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(89%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(84%)**.



Three-quarters of tenants are satisfied with the way Wyedean Housing Association deals with repairs and maintenance generally **(76%)**.



72%
of tenants had a
repair carried out
in the last 12
months

The Neighbourhood



Two-thirds of tenants are satisfied that Wyedean Housing Association makes a positive contribution to their neighbourhood **(66%)**.



Slightly fewer tenants are satisfied with Wyedean Housing Association's approach to handling anti-social behaviour **(58%)**.



Communications and Tenant Engagement



Around seven out of ten tenants are satisfied Wyedean Housing Association listens to their views and acts upon them **(68%)**.



Three-quarters of tenants are satisfied that they are kept informed about things that matter to them **(74%)**.



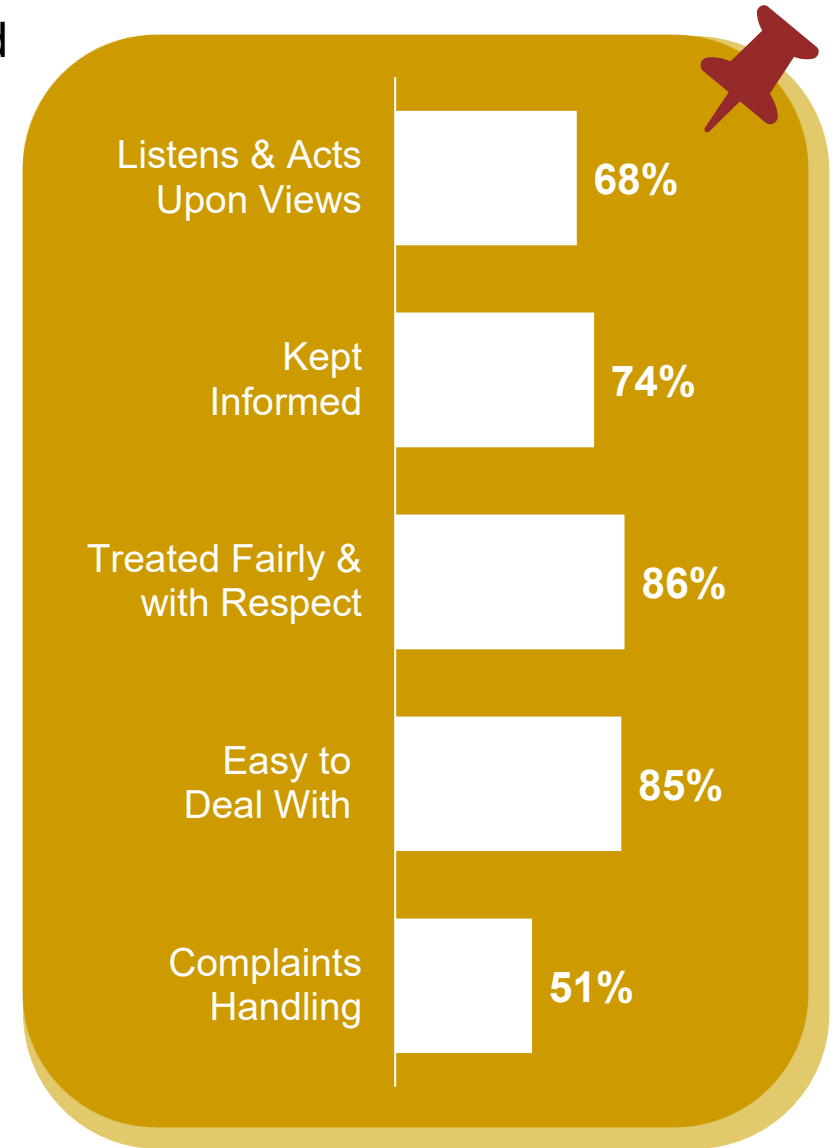
Six out of seven tenants agree that they are treated fairly and with respect by Wyedean Housing Association **(86%)**.



Tenants are similarly satisfied that Wyedean Housing Association is easy to deal with **(85%)**.



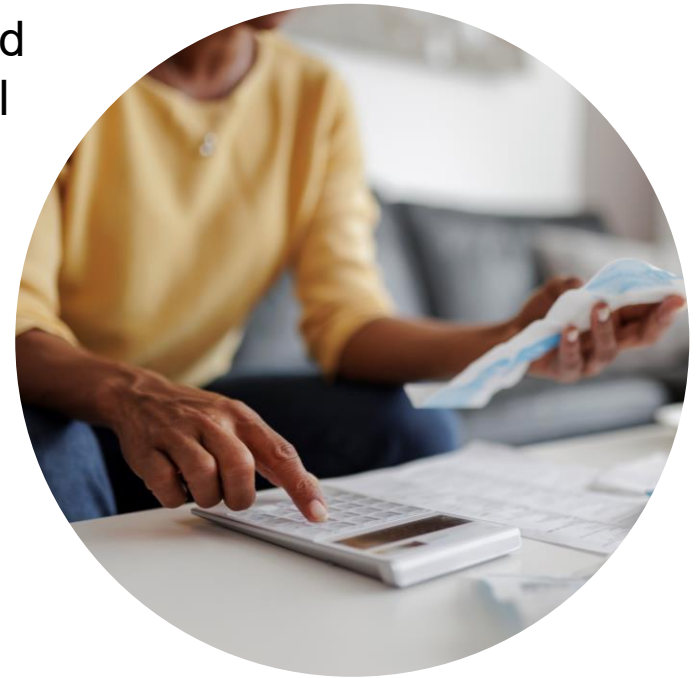
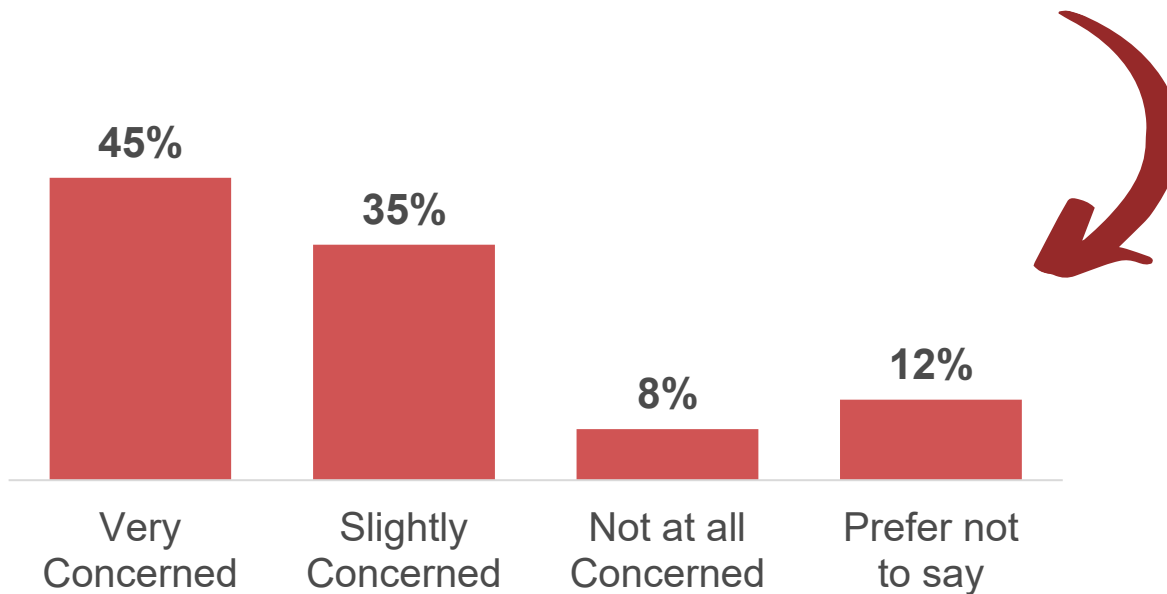
Half of tenants who made a complaint in the last 12 months are satisfied with complaints handling **(51%)**.



Wellbeing



Eight out of ten tenants are concerned about the cost of living crisis (**80%**); **45%** are very concerned and **35%** are slightly concerned. Just **8%** are not at all concerned.



One-third of tenants currently have damp or mould issues in their home (**34%**). Of these tenants, **81%** have reported the problem to Wyedean Housing Association.

34%
of tenants would like future surveys to be carried out by post (**33%** email)

Recommending Wyedean Housing Association



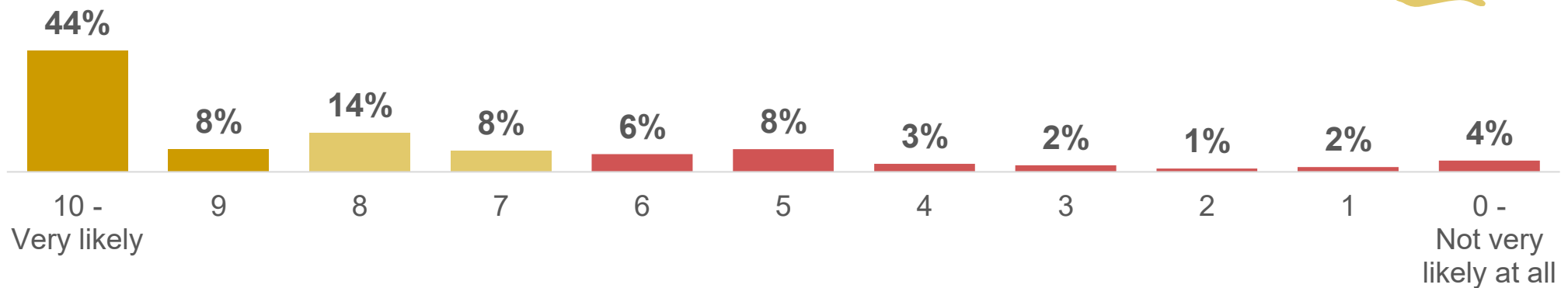
Tenants were also asked how likely they would be to recommend Wyedean Housing Association to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend the association score 6 or below.



Around half of tenants are happy to recommend Wyedean Housing Association to other people (**52%**). However, **22%** of tenants are unsure, and **27%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for Wyedean Housing Association (the percentage of tenants who would recommend the association minus the percentage of those who would not) is **+25**.

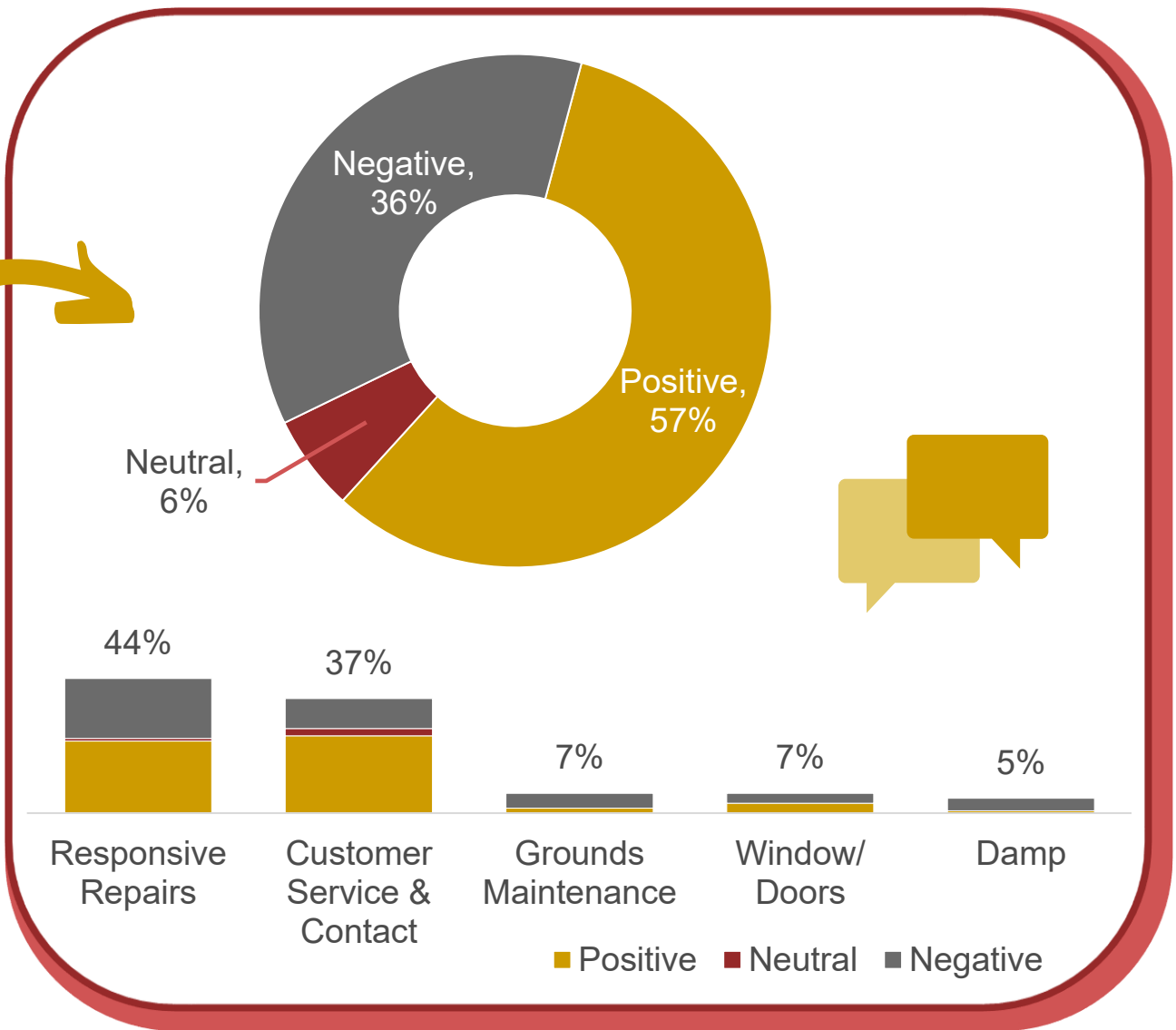


Tenants' Comments

Tenants were asked to describe their specific experiences that have shaped their view of the overall service provided by Wyedean Housing Association, and 124 comments were received.

Around six out of ten of these comments have positive feeling **(57%)**, **6%** neutral, and **36%** negative.

The most commonly mentioned categories by tenants are responsive repairs **(44%)** and customer service and contact **(37%)**, followed by grounds maintenance **(7%)**, windows/doors **(7%)**, and damp **(5%)**.



Your Views

Wyedean Housing Association appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Wyedean Housing Association does to involve you in developing services. As well as publishing the results of the survey, Wyedean Housing Association plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
such as repairs,
customer service and
grounds maintenance



Involve tenants in
shaping service
improvements

