



# New Tenant Survey Response

## Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Mar-25	24-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	25-26
How satisfied were you overall?	88.5%	94.3%	86.4%	100.0%	92.3%	94.7%	90.0%	96.4%	100%	100.0%	100%	95.2%	88.9%	94.9%
How satisfied are you with the condition of the property	72.0%	83.3%	81.8%	83.3%	84.6%	94.7%	100%	86.2%	75.0%	85.0%	93.3%	85.7%	66.7%	84.9%
Do you feel like you received enough support during the lettings process?	80.0%	90.8%	81.8%	100%	82.1%	100%	100%	89.7%	92.9%	100.0%	100%	90.5%	88.9%	91.3%
When you moved into your home, were you given information about safeguarding?	36.8%	46.8%	64.7%	60.0%	51.4%	61.1%	62.5%	52.2%	37.0%	50.0%	54.5%	62.5%	71.4%	54.1%
Number of surveys	26	282	22	6	39	19	10	28	28	20	15	21	9	217

# ASB Survey Response

## Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Mar-25	24-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	25-26
Overall satisfaction with ASB case handling	100%	93.8%	100%	60.0%	100%	93.3%	100%	100%	100%	68.8%	90.9%	85.7%	76.2%	88.0%
Did you agree an action plan and receive regular updates from your investigating officer?	100%	93.5%	100%	50.0%	100%	86.7%	100%	80.0%	91.7%	85.7%	100%	85.7%	73.7%	88.1%
Do you feel that you received adequate support during the case?	100%	96.0%	100%	75.0%	100%	86.7%	100%	100%	100%	73.3%	100%	85.7%	62.5%	87.9%
Satisfied with the outcome of your case?	92.9%	90.0%	90.9%	60.0%	100%	93.3%	100%	100%	100%	68.8%	90.9%	85.7%	66.7%	85.6%
Number of surveys	28	130	11	5	16	15	6	5	12	16	11	7	21	125

# Complaint Feedback Survey Response

## Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	Mar-25	24-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	25-26
How satisfied are with the way your Investigating Officer dealt with your complaint?	85.7%	78.6%	63.6%	68.4%	81.0%	84.6%	63.6%	72.7%	63.6%	63.6%	64.3%	53.3%	93.1%	71.8%
Were you satisfied with the overall outcome of your complaint?	66.0%	54.7%	52.4%	42.1%	60.9%	56.0%	38.1%	59.1%	47.4%	45.0%	53.8%	38.5%	70.4%	52.5%
Were you satisfied with work or action agreed following the closure of your complaint?	82.7%	69.8%	55.0%	50.0%	63.6%	63.6%	50.0%	52.6%	50.0%	52.9%	58.3%	50.0%	72.0%	57.1%
Are you satisfied with the contact from your Investigating Officer?	86.8%	78.9%	65.2%	76.5%	81.0%	88.0%	72.7%	76.2%	72.7%	80.0%	64.3%	64.3%	96.3%	77.4%
Did you find it easy to register your complaint with us?	94.9%	89.4%	82.6%	84.2%	100%	96.2%	85.7%	90.9%	77.3%	85.7%	92.3%	86.7%	82.8%	87.7%
Number of surveys	91	248	22	19	21	26	22	22	22	22	14	15	29	234

# Independent Living Survey Response

## Key:

Satisfaction Lower than 90%	
Satisfaction between 90% and 95%	
Satisfaction higher than 95%	

	24-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	25-26
Overall satisfaction with the Independent Living service	92.7%	91.3%	96.3%	95.5%	93.9%	95.1%	95.0%	96.0%	100.0%	100%	100%	92.3%	95.4%
Satisfaction with the service provided by your Independent Living Officer?	91.6%	91.3%	96.3%	100%	93.9%	93.4%	95.0%	100%	100.0%	100%	100%	100%	96.2%
Do you receive a morning call from a member of staff? [Retirement Housing]	-	100%	87.5%	100%	88.2%	76.5%	85.7%	84.6%	100.0%	100%	87.5%	100%	88.3%
Do you receive a visit every two weeks (at a minimum)?	-	78.3%	92.6%	81.8%	93.9%	83.6%	90.0%	88.0%	100.0%	90.0%	94.4%	100%	88.5%
If 'No', did you receive a call instead?	-	80.0%	50.0%	100%	0.0%	70.0%	100%	66.7%	-	100%	100%	-	73.3%
Does the service help you live independently?	86.1%	78.3%	92.6%	95.5%	84.8%	95.1%	90.0%	100%	90.0%	90.0%	83.3%	100%	91.2%
Do the surroundings & facilities help you to live independently? [Retirement Housing]	-	100%	75.0%	100%	100%	82.4%	85.7%	100%	100.0%	100%	100%	66.7%	92.4%
Satisfaction with the safety and security of your home?	92.3%	91.3%	85.2%	95.5%	100%	96.7%	100%	96.0%	80.0%	100%	100%	92.3%	95.0%
Satisfaction with emergency call service?	78.4%	100%	57.1%	75.0%	100%	100%	100%	83.3%	100.0%	-	100%	50.0%	85.0%
Was the person who dealt with your call helpful and easy to speak to?	86.3%	100%	57.1%	75.0%	100%	100%	100%	100%	100.0%	-	100%	100%	90.0%
How would you rate the quality of service from the emergency call service?	82.4%	100%	57.1%	75.0%	75.0%	100%	100%	83.3%	100.0%	-	100%	100%	85.0%
Number of surveys	287	23	27	22	33	61	20	25	10	10	18	13	262