

Tenant Satisfaction Key Results 2026



Overall Satisfaction
64.6%

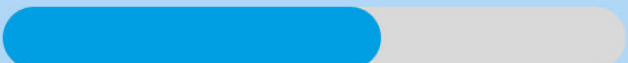


Communication

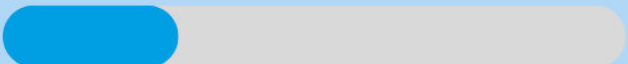
Listens & acts on your views 56%



Keeps me informed 61%



Handles complaints well 28%



Treats me with respect 68%



Taking care of properties

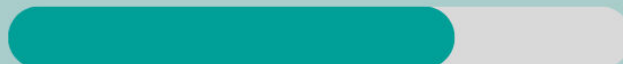
Home that is safe 70%



Home that is well maintained 65%



Satisfaction with repairs 72%



Time to complete repairs 65%



Community

Communal areas maintenance 54%



Neighbourhood contribution 58%



Approach to ASB 56%



The 2026 Tenant Satisfaction Survey was open between 20 January and 21 February. **A total of 889 tenants took part.** The survey was available online to all 5500 tenants. 5232 tenants were invited via SMS. All tenants had access via the website and the survey was advertised on newsletters and social media. Tenants calling the customer support line during the survey period were invited to take part by phone.

Response rate was 16.2%. Scores are the % of respondents who answered Very satisfied/Strongly agree or Fairly satisfied/Agree to the question.