



2025/26



TENANTS SATISFACTION

SURVEY RESULTS

WE ASKED TENANTS WHAT THEY THINK ABOUT OUR SERVICES.



132 tenants took part in the survey.

THIS HELPS US UNDERSTAND:



What we do well



What we need to improve



What matters most to tenants

OVERALL SATISFACTION



87% of tenants were satisfied with St Anne's as their landlord



This means most tenants are happy with the services we provide.

HOW WE COLLECTED FEEDBACK



We collected survey responses between November 2025 and February 2026.



Tenants could take part in different ways.

MOST SURVEYS WERE COMPLETED:



Face-to-face in tenants' homes



By telephone

WHY WE COLLECT SURVEYS EVERY YEAR



Understand tenant experiences



Spot problems early



Identify improvements



Make better decisions



Improve services over time

WHAT TENANTS TOLD US

THESE WERE OUR HIGHEST SCORING RESULTS:



92% of tenants felt they were treated fairly and with respect.



92% of tenants felt their home was safe.



90% of tenants were satisfied with repairs.



90% of tenants felt informed about services.



87% of tenants were satisfied overall.

MANY TENANTS TOLD US THEY FEEL:



Safe



Respected



Supported



Informed about services

THINGS THAT IMPROVED



More tenants were satisfied with several services compared with last year.

BIGGEST IMPROVEMENTS



More tenants were happy with how anti-social behaviour was handled (61% to 80%)



More tenants were happy with how complaints were handled (48% to 62%)



More tenants were happy with the time taken to complete repairs (77% to 87%)



More tenants felt informed about services (82% to 90%).

WHY WE THINK THESE IMPROVED



Improving repairs and maintenance



Keeping tenants informed



Learning from complaints



Taking a more proactive approach to anti-social behaviour

THINGS WE NEED TO IMPROVE



Tenants also told us where we can do better

AREAS WHERE SATISFACTION REDUCED



Overall satisfaction reduced from 90% to 87%



Fewer tenants felt St Anne's makes a positive contribution to their neighbourhood (76% to 63%)

WHAT WE WILL DO



Give tenants more opportunities to get involved.



Continue to develop the Tenant Forum.



Deliver community activities and workshops.



Work with local organisations and partners.



Use tenant feedback to improve services.

LOOKING BEYOND THE SURVEY



The survey is only one way we listen to tenants.

WE ALSO LEARN FROM:



Complaints and compliments



Feedback about repairs



Tenant meetings and forums



Service reviews



Feedback from colleagues who work with tenants every day



All of this information helps us understand what is working well and what needs to improve.

MANAGEMENT MEASURES

HOW WE CHECK OUR SERVICES



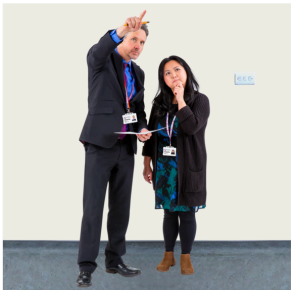
We also collect information about:

- Repairs
- Complaints
- Anti-social behaviour
- Building safety



This helps us make sure homes are safe and services are working well.

	Measure	Result
	Complaints responded to on time	100%
	Homes meeting the Decent Homes Standard	100%
	Emergency repairs completed on time	100%

	Measure	Result
	Non-emergency repairs completed on time	85%
	Gas safety checks completed	100%
	Fire safety checks completed	100%
	Asbestos safety checks completed	100%
	Water safety checks completed	100%

	Measure	Result
	Lift safety checks completed	100%

WHAT THESE FIGURES TELL US



All safety checks were completed on time.



All emergency repairs were completed on time.



Most non-emergency repairs were completed on time.



All complaints received a response within the required timescales.



No homes failed the Decent Homes Standard.

FULL TSM RESULTS

	St Anne's makes a positive contribution to the neighbourhood	63%
	Satisfaction with anti-social behaviour handling	80%

THANK YOU



Thank you to everyone who completed the survey.



Your feedback helps us improve services and shape future priorities