




# Tenancy Sustainment Satisfaction

1<sup>st</sup> January to 31<sup>st</sup> December 2025

Mid-year	End of year		
77.8%	82.1%	↑	Satisfied with the service they received from their Tenancy Sustainment Officer
77.8%	85.7%	↑	Satisfied the overall tenancy sustainment service
83.3%	82.1%	↓	% of customers who would be likely to ask for further support
16.0%	14.0%	↓	28 out of 198 customers responded to the survey

## Customer Sentiment

 13 comments	 3 comments	 5 comments
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### Positive themes

- Staff support and understanding:** Many commented that staff are friendly, understanding, supportive, and quick to respond.
- Nothing to improve:** Multiple comments simply stated “*Nothing*”, indicating satisfaction with current service levels.
- Consistency and reliability:** Appreciation for timely email replies, and consistent follow-through on actions.

### Negative themes

- Communication gaps:** Some tenants feel not fully heard, feel decisions are made without involving them, experience delayed or absent responses.
- Service boundaries unclear:** Tenants aren’t always aware of what the service can/cannot support, leading to frustration and repeat requests.
- Support for mental health or complex needs:** A subset of tenants require more intensive emotional support, supported conversations, more time or different methods of engagement