

Your First 6 months Satisfaction

1st January to 30th June 2026

2025	Mid-year	End of year	
79.6%	79.3%		Satisfied with outstanding repairs
85.4%	89.7%		Suitability of property to meet your needs
62.5%	80.6%		Satisfied with tenancy management
66.7%	86.4%		Satisfied with rent account queries
87.5%	50.0%		Satisfied with anti-social behaviour
69.0%	78.6%		Satisfied with reporting repairs
72.7%	75.9%		Satisfied with estate services
24.0%	21.0%		39 out of 184 customers responded to the survey

Customer Sentiment



11 comments



7 comments



15 comments

The overall picture is broadly positive, with many residents expressing satisfaction with their home, neighbourhood, and support received. Where improvement opportunities were identified, they tended to focus on communication, property/environmental maintenance, and service responsiveness rather than the accommodation itself.



Positive themes

Overall:

- Residents consistently praised staff for being friendly, supportive and professional throughout the move-in process.
- The move-in journey was generally described as smooth, straightforward and well managed.
- Many residents were happy with their new home and felt well supported when settling in.



Improvement themes

Overall:

- Some residents would value more regular communication and updates during the move-in process, particularly around legal and administrative stages.
- There were some suggestions to strengthen property readiness checks, ensuring homes and repairs are completed before residents move in.
- A small number of residents would have appreciated clearer information, more flexibility and additional support tailored to their individual circumstances.



Positive themes

Extra Care (2 comments):

- Residents describing the environment as friendly, welcoming and meeting their needs.
- Positive overall satisfaction with the scheme and atmosphere

General Needs (8 comments):

- Residents feeling happy, settled and secure in their homes.
- Positive feedback about housing officers and staff support.
- Appreciation of the property, location and local community.
- Friendly neighbours and a sense of belonging.

GN Temporary Housing (1 comment):

- Appreciation for community activities and seasonal gestures such as gifts and events.
- Interest in stronger resident networks and peer support opportunities.

Leasehold for Older Persons:

No recurring themes identified

Market Rented Extra Care:

No recurring themes identified

Supported Housing for Older Persons:

No recurring themes identified



Improvement themes

Extra Care (3 comments):

- Quality and consistency of care/support provision.
- Communal area presentation, furnishings and garden maintenance.
- Drinking water quality.

General Needs (8 comments):

- Estate and environmental maintenance (gardens, bins, litter, dog fouling).
- Communication and follow-up after moving in.
- Speed of repairs or completion of works.
- Parking availability.
- Expectations around property condition and information provided before moving in.

GN Temporary Housing (1 comment):

- Desire for greater empathy and understanding of the circumstances faced by residents in temporary accommodation.
- Concerns regarding processes for bringing personal furniture into properties.

Leasehold for Older Persons (1 comment):

- Property condition checks before purchase, particularly relating to boilers and general preparation of properties.

Market Rented Extra Care (1 comment):

- Appearance and upkeep of communal spaces.
- Access to resident facilities.
- Concerns regarding management and communication.

Supported Housing for Older Persons (1 comment):

- Functionality of the resident app, particularly for Android users.