

# Your Views



## Tenant Satisfaction Survey 2024/25

### About the Survey

Across four stages (June/July 2024, September 2024, December 2024 and March 2025), many of you took part in an important survey. A representative sample of tenants were invited to take part in the survey by completing a telephone interview.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way Arhag Housing Association (Arhag) maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Arhag's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



**282**

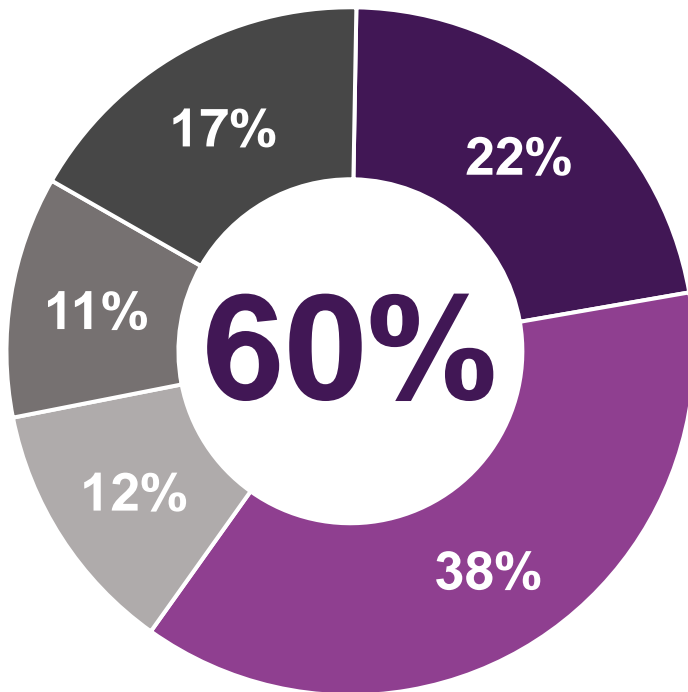
tenants took part out of a total of 884 households

**A big thank you to everyone who took part!**

# Overall Service



Six out of ten tenants are satisfied with the overall service provided by Arhag (**60%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



# The Home and Communal Areas



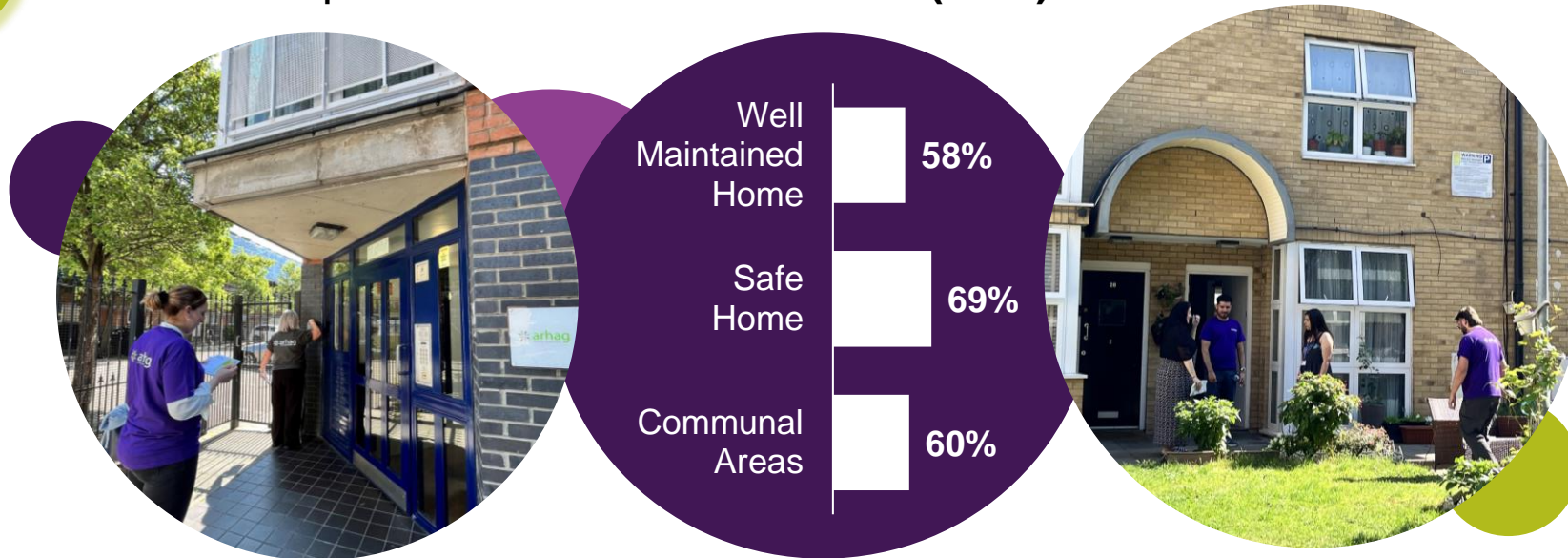
Around six out of ten tenants are satisfied that they are provided with a home that is well maintained (**58%**).



Seven out of ten tenants are satisfied that Arhag provides them with a home that is safe (**69%**).



Three out of five tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**60%**).



# Repairs Service



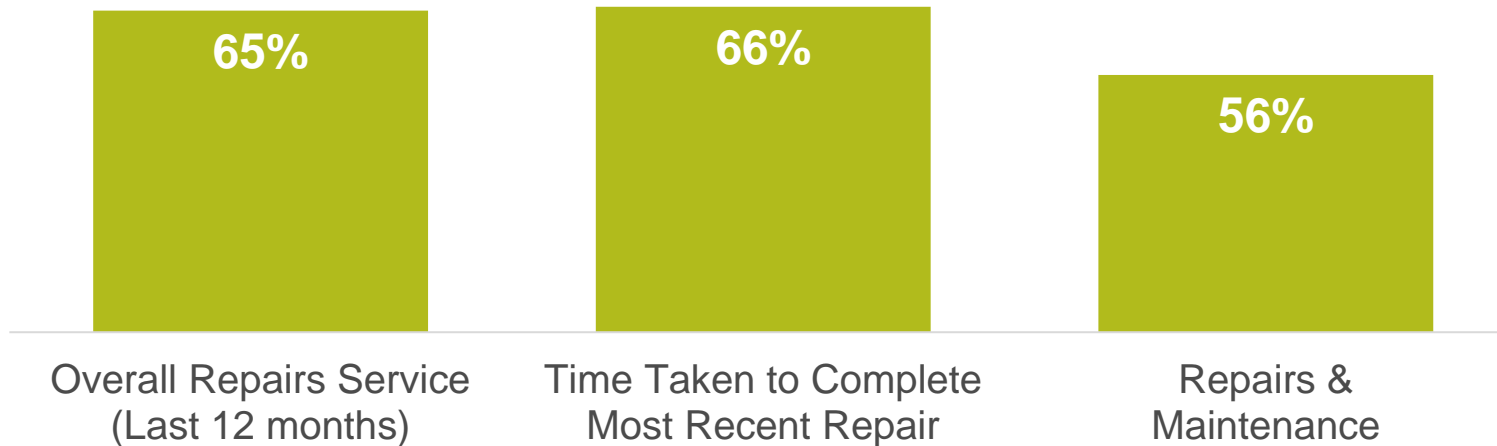
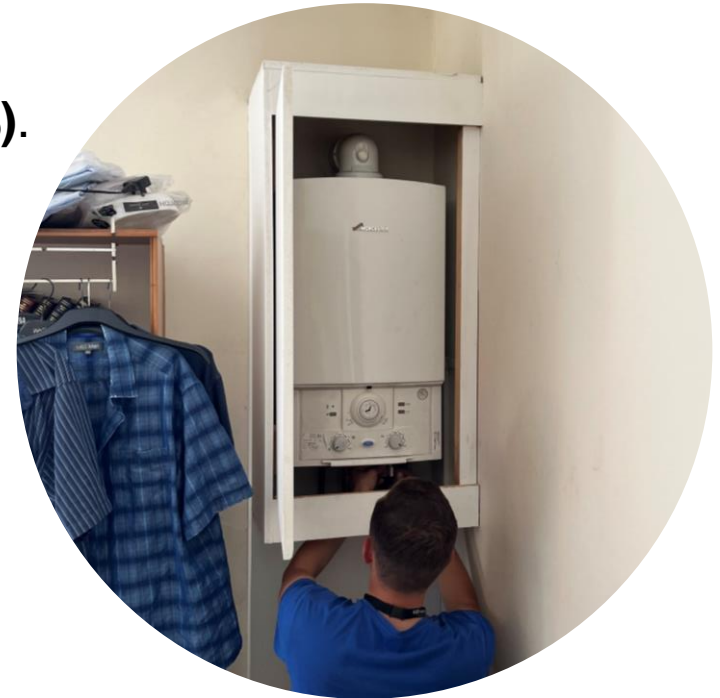
Around two out of three tenants who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(65%)**.



Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it **(66%)**.



Over half of tenants are satisfied with the way Arhag deals with repairs and maintenance generally **(56%)**.



**70%**  
of tenants had a repair carried out in the last 12 months

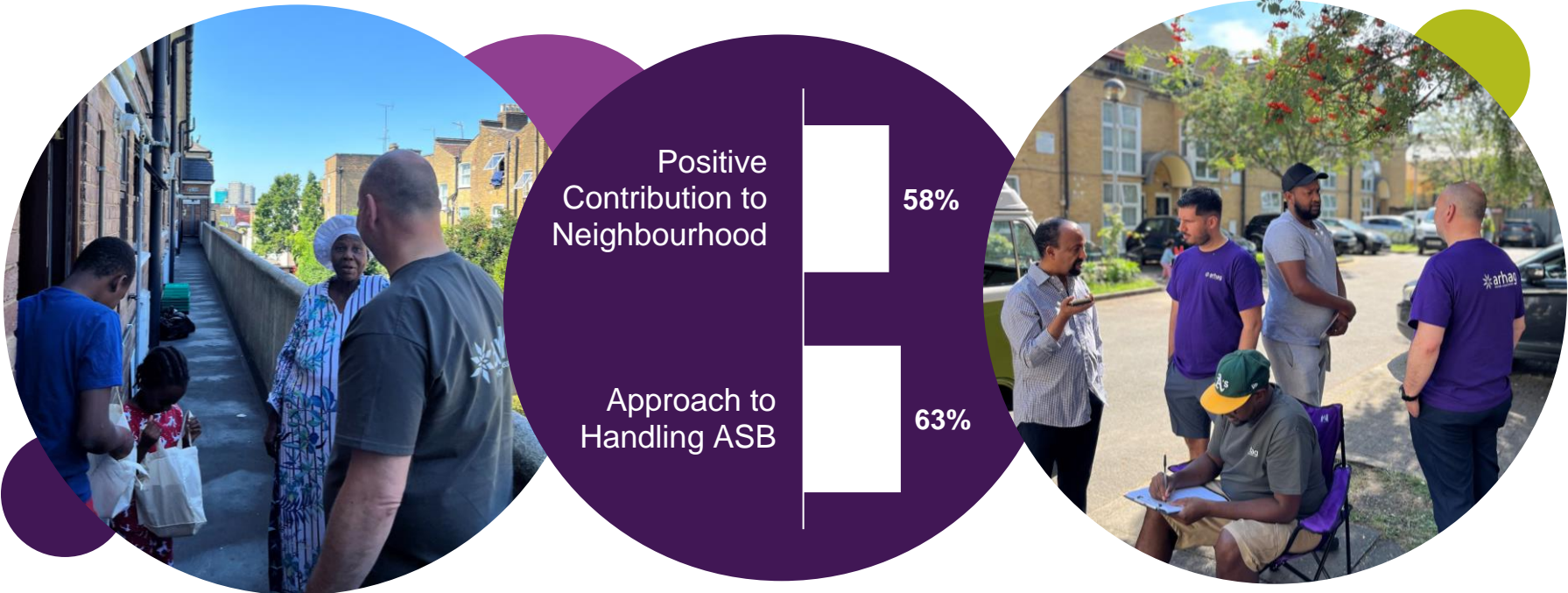
# The Neighbourhood



Around six out of ten tenants are satisfied that Arhag makes a positive contribution to their neighbourhood (**58%**).



Slightly more tenants are satisfied with Arhag's approach to handling anti-social behaviour (**63%**).



# Communications and Tenant Engagement



Half of tenants are satisfied that Arhag listens to their views and acts upon them (**51%**).



Around seven out of ten tenants are satisfied that they are kept informed about things that matter to them (**68%**).



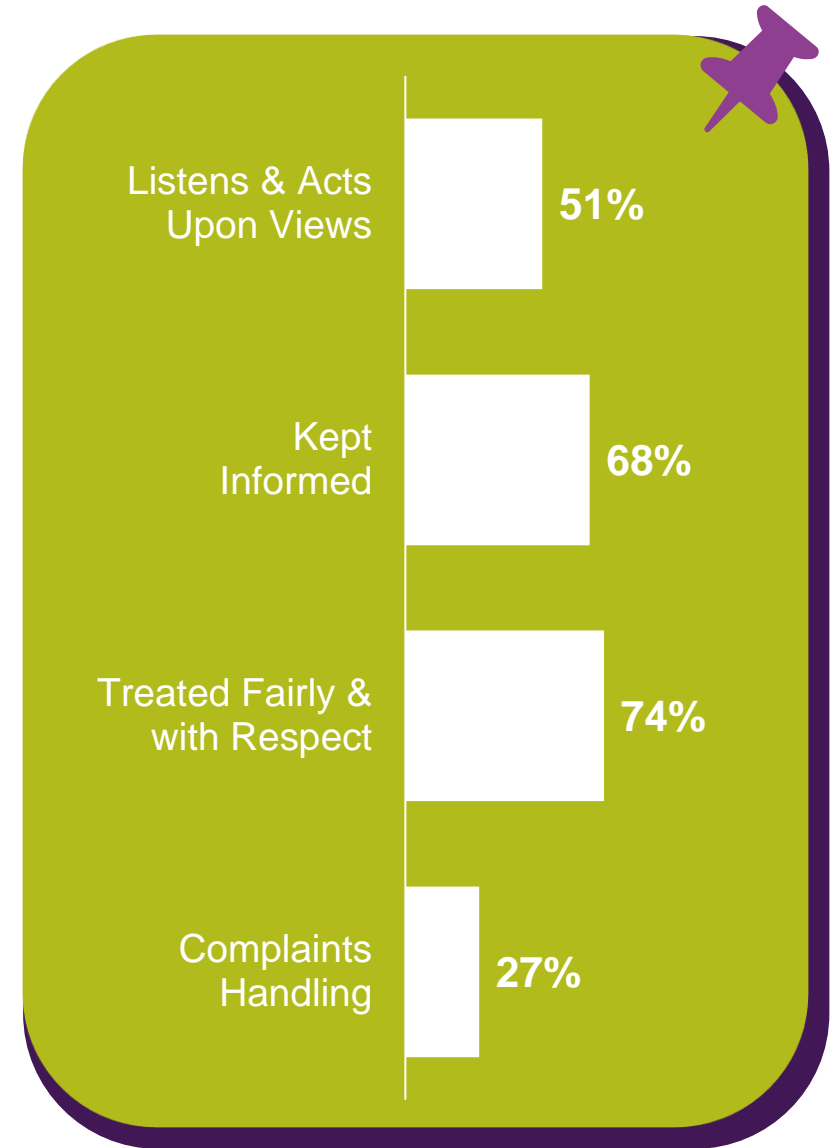
Three out of four tenants agree that they are treated fairly and with respect by Arhag (**74%**).



One-third of tenants said they had made a complaint to Arhag in the last 12 months (**32%**).



Of these tenants, **27%** are satisfied with Arhag's approach to complaints handling.



# Tenants' Comments

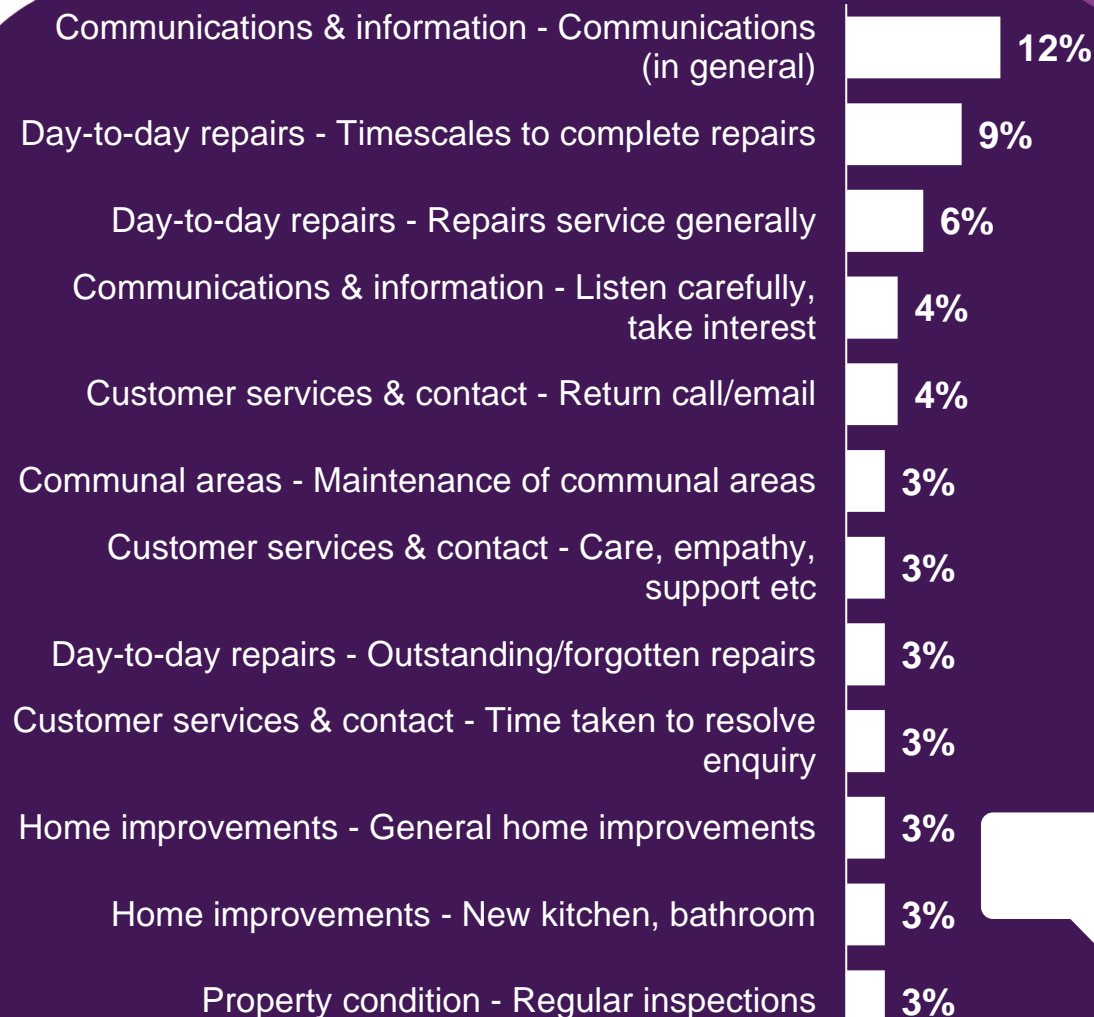
Finally, tenants were asked what one thing Arhag could improve, and 252 tenants gave comments.

Tenants commented on communications and customer service, including how they are listened to, the returning of contact and the time taken to resolve enquiries.

Tenants also mentioned the repairs service, such as the time taken to complete repairs and outstanding repairs that have not been dealt with.

Some tenants would like improvements to the maintenance of their communal areas and new kitchens or bathrooms.

## Top comments



# Summary of Tenant Satisfaction Measures

<b>TP01</b>	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	<b>60%</b>
<b>TP02</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	<b>65%</b>
<b>TP03</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	<b>66%</b>
<b>TP04</b>	Proportion of respondents who report that they are satisfied that their home is well maintained.	<b>58%</b>
<b>TP05</b>	Proportion of respondents who report that they are satisfied that their home is safe.	<b>69%</b>
<b>TP06</b>	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	<b>51%</b>
<b>TP07</b>	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	<b>68%</b>
<b>TP08</b>	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	<b>74%</b>
<b>TP09</b>	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	<b>27%</b>
<b>TP10</b>	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	<b>60%</b>
<b>TP11</b>	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	<b>58%</b>
<b>TP12</b>	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	<b>63%</b>

# Your Views

Arhag appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Arhag does to involve you in developing services. As well as publishing the results of the survey, Arhag plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you  
once again to  
everyone who  
took part.



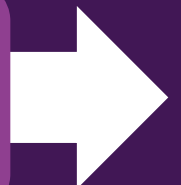
Publish findings to  
tenants



Use findings to plan  
and improve services,  
e.g., communications,  
repairs and customer  
service



Involve tenants in  
shaping service  
improvements





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