

# Your Views

## Tenant Satisfaction Survey 2024

### About the Survey

In October and November 2024, many of you took part in an important survey.

The survey was carried out by post, with tenants also given the option to complete the survey online. It focused on how happy you are with the way Eldon Housing Association maintains your homes and delivers key services. The survey was carried out by an independent market research company – Acuity Research and Practice.

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

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



52

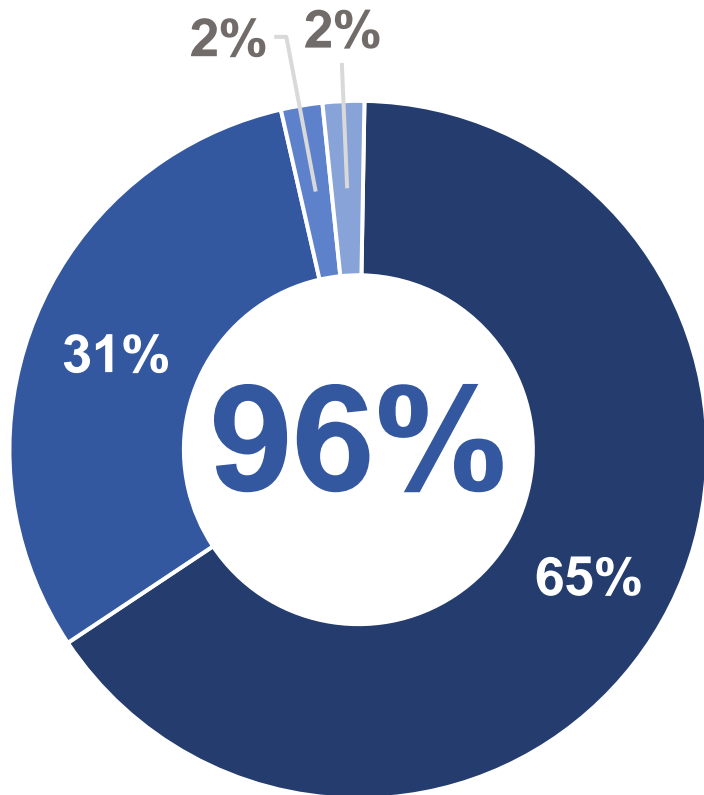
tenants took  
part out of a  
total of 274

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

# Overall Service



Over nine out of ten tenants are satisfied with the overall service provided by Eldon Housing Association **(96%)**.



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



# The Home and Communal Areas



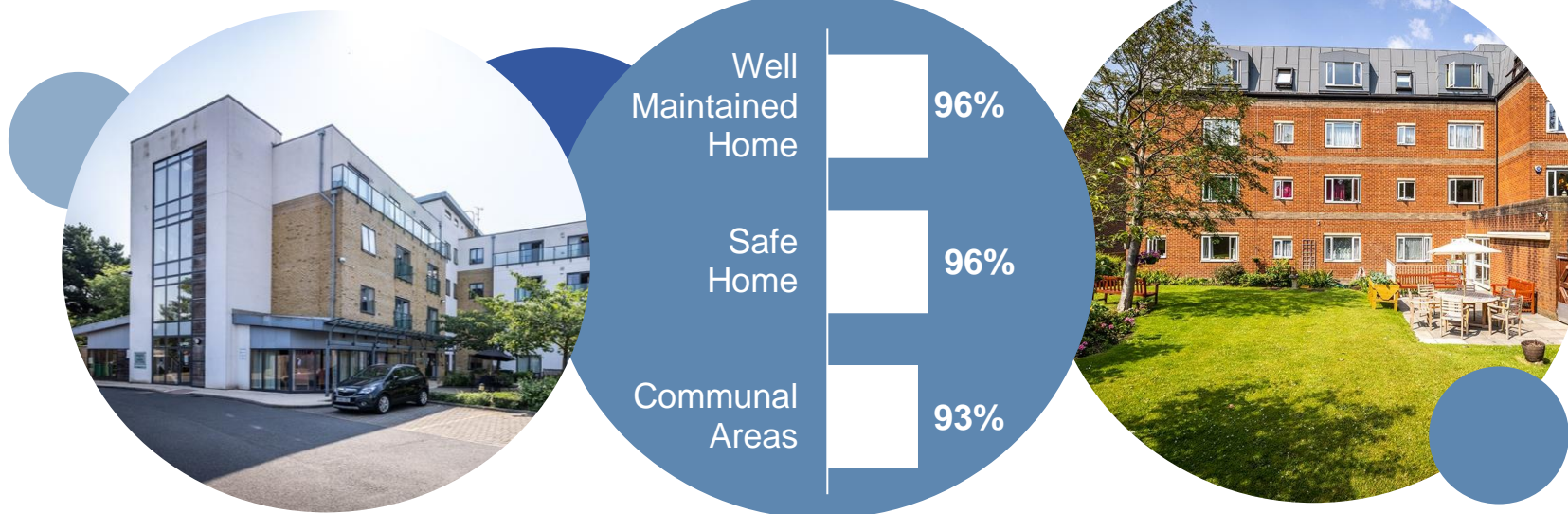
Almost all tenants are satisfied that they are provided with a home that is well maintained **(96%)**.



Tenants are similarly satisfied that Eldon Housing Association provides them with a home that is safe **(96%)**.



Around nine out of ten tenants are satisfied that their communal areas are kept clean and well maintained **(93%)**.



# Repairs and Maintenance



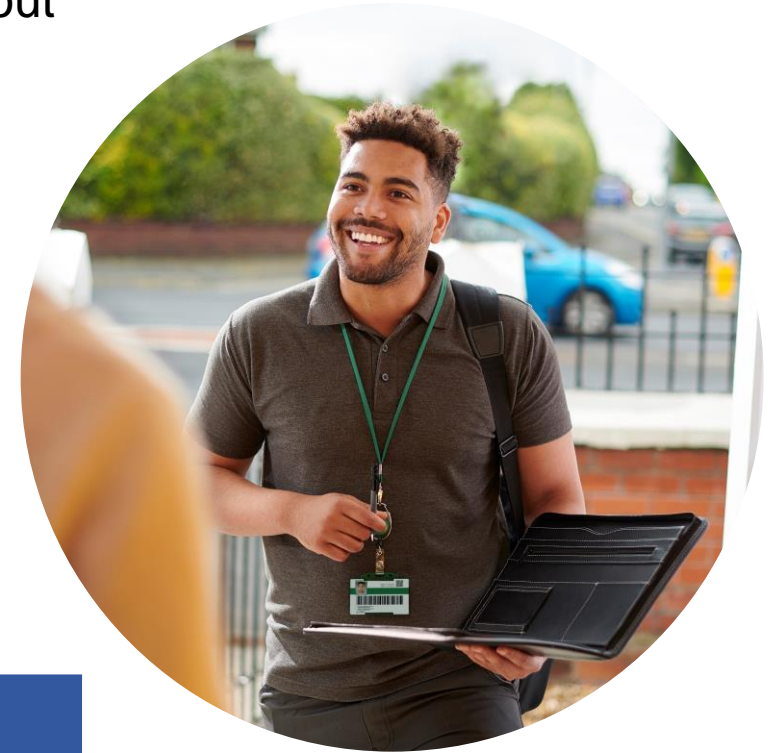
Half of tenants said they had a repair carried out to their home in the last 12 months **(51%)**.



Of these tenants, **92%** are satisfied with the overall repairs service from Eldon Housing Association over the last 12 months.



Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it **(92%)**.



92%

Overall Repairs Service  
(Last 12 months)

92%

Time Taken to Complete  
Most Recent Repair



# The Neighbourhood



Three out of four tenants are satisfied that Eldon Housing Association makes a positive contribution to their neighbourhood **(75%)**.



Tenants are similarly satisfied with Eldon Housing Association's approach to handling anti-social behaviour **(76%)**.



Positive  
Contribution to  
Neighbourhood

75%

Approach to  
Handling ASB

76%



# Communications and Tenant Engagement



Almost nine out of ten tenants are satisfied that Eldon Housing Association listens to their views and acts upon them **(88%)**.



Over eight out of ten tenants are satisfied that they are kept informed about things that matter to them **(84%)**.



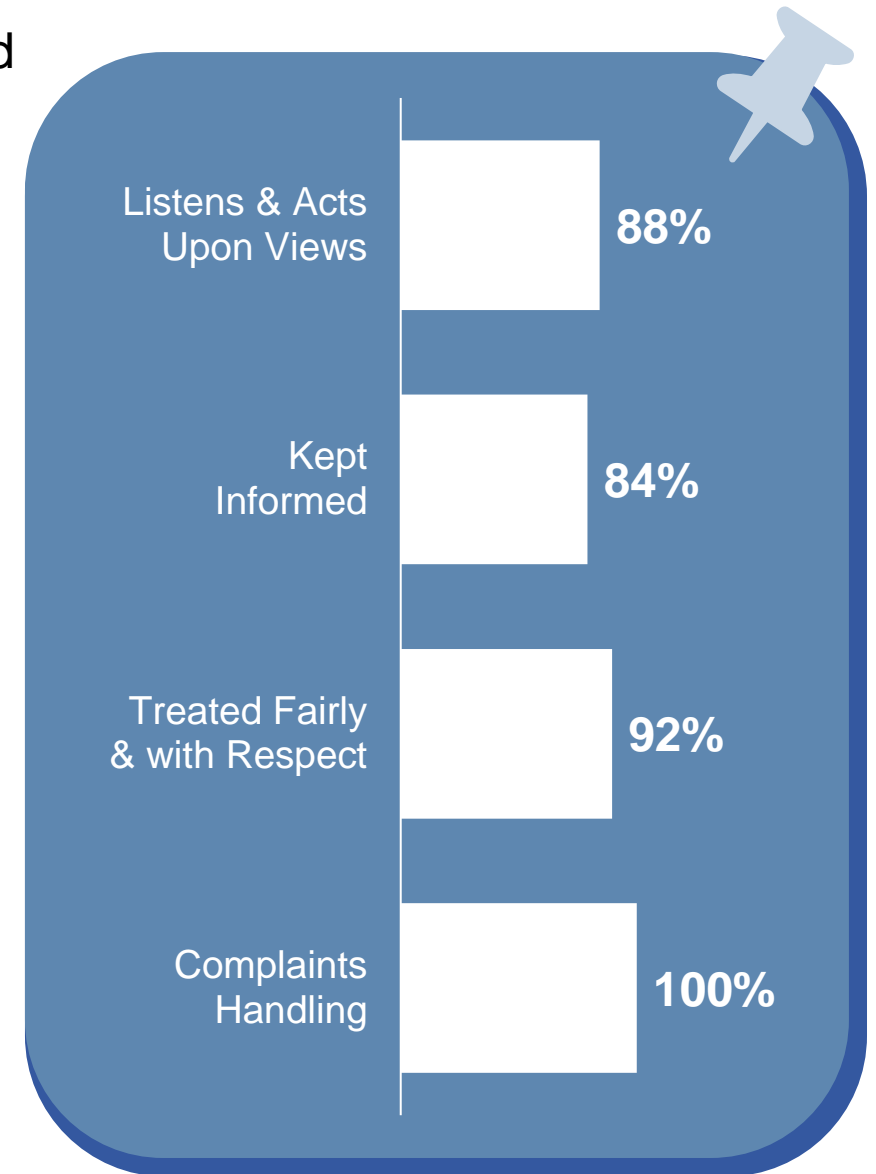
Around nine out of ten tenants agree that Eldon Housing Association treats them fairly and with respect **(92%)**.



All tenants who said they made a complaint in the last 12 months are satisfied with complaints handling **(100%)**.



Two out of five tenants are interested in finding out more about the work of the Tenants Panel **(39%)**.



# Your Views

Eldon Housing Association 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 might 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 Eldon Housing Association does to involve you in developing services. As well as publishing the results of the survey, Eldon Housing Association plans to put the findings to good use by working with tenants to further improve the services they provide.



Thank you  
once again to  
everyone who  
took part.



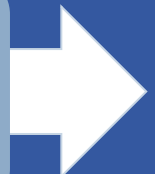
Publish findings to  
tenants



Use findings to plan  
and improve services,  
e.g. communications,  
property condition  
and repairs



Involve tenants in  
shaping service  
improvements





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## **Eldon Housing Association**



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