



# Eldon Housing Association

**TSM Report  
2025/26**

**January 2026**

Prepared by: Acuity Research & Practice



Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

NPS

Wellbeing

Further Insight

Summary

Demographics

## Introduction

Eldon Housing (Eldon) was established in 1981 and provides supported housing for the people of Croydon; it also has seven schemes in the borough, as well as two in West Sussex. Acuity was commissioned to undertake an independent satisfaction survey of the tenants of Eldon during 2025/26 to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was a census of all 282 tenants, conducted via online entry and postal questionnaires. The fieldwork began on 6 Oct and ran through to the end of December, with the last reply received on 29 December 2025. Incentives were used to help increase the response, and at the close of the survey, 93 replies had been received, 92 complete and one incomplete. Of these, 16 were received online and 77 by post.

The report has used sentiment analysis to better understand tenants' comments and why they have responded to the satisfaction questions the way they have. Information about how this works is shown at the end of the report. It adds an extra layer of focused insight to the results to help Eldon better understand what is driving satisfaction, what tenants are most concerned about, and what could be improved.

The survey is confidential, and the results are sent back to Eldon anonymised unless tenants give their permission to be identified. 85% of tenants gave permission to share their responses with their details attached, and 86% of these tenants are happy for Eldon to contact them to discuss any information they provided.

This survey aims to provide data on tenants' satisfaction, which will allow Eldon to:

- Provide information on tenants' perceptions of current services
- Compare the results with the previous surveys completed
- Compare the results against other small housing providers
- Inform decisions regarding future service development
- Publish the results annually, as required by the Regulator.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with fewer than 2,500 properties achieve a sampling error of at least  $\pm 5\%$  at the 95% confidence level. For Eldon, 92 responses were received for the overall service question, which is sufficient to conclude that the findings are accurate to within  $\pm 8.39\%$ . This is a little outside the recommended margin of error, but using a census approach at least allows all who wish to take part to do so.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down to the nearest whole number, and for this reason, may not, in all cases, add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. The base numbers are included on the charts and shown as n=...

88% 

## Overall Satisfaction

Satisfaction is generally high but has fallen since last year's survey.

Satisfaction with the overall service is down 8 percentage points (p.p) but remains high at 88%. Despite the falls in satisfaction, all but three of these measures have satisfaction levels above 80%, the highest being the maintenance of communal areas at 94%; this is the only measure that hasn't fallen in 2025/26.

The three below 80% satisfaction are the approach to handling anti-social behaviour (70%), the positive contribution Eldon makes to the neighbourhood (69%), and 65% are satisfied with the handling of complaints.

The report focuses on the headline figures, but also shows how satisfaction has changed over time, how the results compare with other providers, shows a breakdown of the results into different sub-groups and includes an analysis of the open comments made by tenants about their experiences of being tenants of Eldon.

## TSM Key Metrics

### Keeping Properties in Good Repair



### Respectful & Helpful Engagement



### Responsible Neighbourhood Management





**Overall Satisfaction**



# Overall Satisfaction

Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eldon Housing?" This is the key metric in any tenant perception survey.

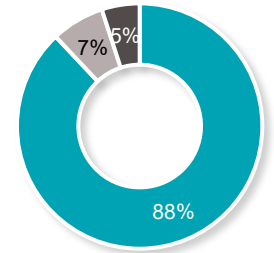
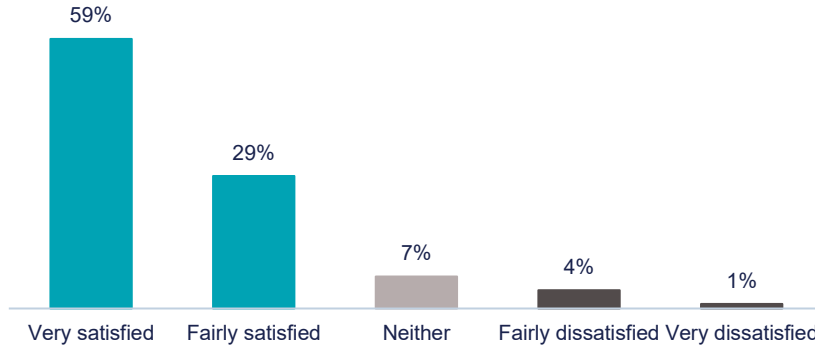
Around nine out of ten tenants are satisfied with the overall service, with twice as many very satisfied as fairly satisfied and just 5% dissatisfied.

Satisfaction fell by 8p.p, back to the level seen in 2023/24.

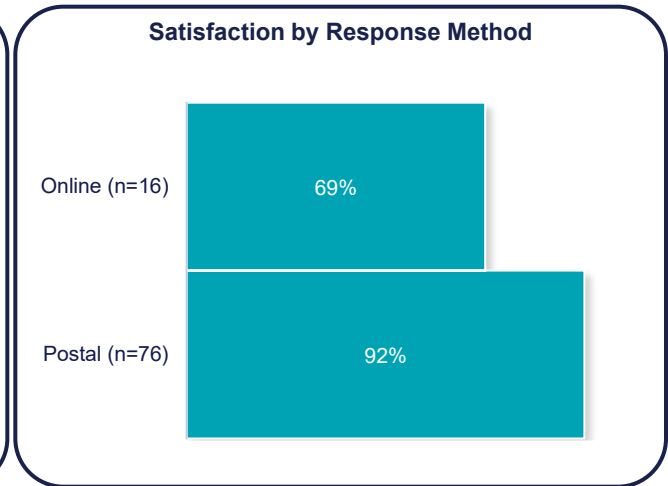
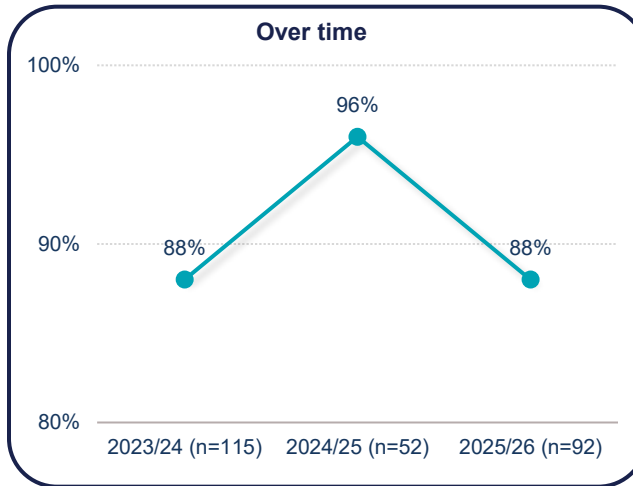
This goes against the general trend in the sector as Acuity's client briefing data suggests that overall satisfaction is continuing to improve within the sector, up 5p.p to a median of 78% satisfied, the highest position in three years.

Recent reports from the Regulator suggest that tenant age, landlord size, their gender, landlord location and whether or not they have a disability all have an impact on overall satisfaction. Of those characteristics, tenant age is the most influential.

The results are also shown here by the method of response, and those responding to a postal questionnaire are the most satisfied.



■ Satisfied ■ Neither ■ Dissatisfied



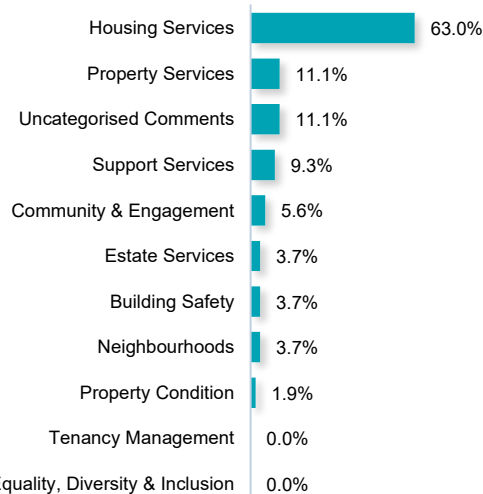
# Overall Satisfaction

Please describe your specific experiences that have shaped your view of Eldon Housing Association's service.

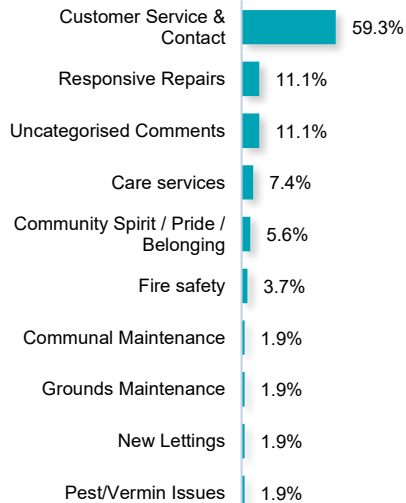
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## Categories

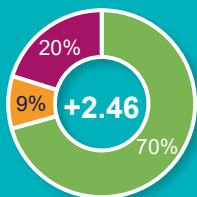


## Top 10 Subcategories



## Attribute

Attribute	Count	%	Sentiment Score
Staff Conduct	16	39.0%	+3.31
Subcategory, no attribute (yet)	9	22.0%	+4.44
Quality of Work / Service	8	19.5%	+3.50
Satisfaction	7	17.1%	+4.71
Timeliness & Responsiveness	7	17.1%	+2.14
Communication / Transparency	4	9.8%	0.00
Empathy	4	9.8%	+3.75
Listening / Acting	1	2.4%	+5.00
Resolution	1	2.4%	+5.00
Safety	1	2.4%	+5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Effort			-
Fairness			-
Trust			-
Worker Conduct			-
No Comments			-



The survey responses reflect a varied range of satisfaction regarding services, staff interaction, and facilities. Many tenants express appreciation for the staff, noting their helpfulness, kindness, and the welcoming atmosphere. Positive comments highlight the quality of care and support experienced. However, some recurring issues are identified, including dissatisfaction with communication and the timeliness of service and repairs. Specific frustrations are raised concerning maintenance delays, particularly related to plumbing and fire door issues. Tenants also report concerns about the quality and variety of food and the general upkeep of the premises.

Additionally, there are mentions of safety and security issues, particularly regarding anti-social behaviour and unresolved incidents, which have contributed to feelings of unease among some tenants. The closure of communal spaces is also noted, impacting social interaction. Overall, while many individuals are content with the service, some improvements are necessary to address communication and maintenance concerns, enhancing overall tenant satisfaction and well-being.



# Overall Satisfaction - Example Comments

## Positive comments

*"The staff try to keep it clean. The food can be nice. The atmosphere is settled. People seem to get along. It's good morning or hello."*

*"I'm very happy with the service in Eldon Housing."*

*"Very quick, efficient service, staff friendly."*

*"Since moving into the apartment, everyone has been extremely helpful and friendly, caring for my well-being. The carers have been wonderful, and I feel safe and well looked after."*

*"I am very happy with all aspects of the building, heating, services, care and catering."*

*"Always polite and friendly and efficient."*

*"Excellent service by both Sharon, Elaine and Kelly, who have all made my mother feel so comfortable and well settled."*

## Helpful staff

*"If I ask for anything that I am concerned about, they always help."*

*"Very, very happy with all of the carers."*

*"The staff are fantastic."*

*"I am very happy that the staff are very helpful and I can always call on Elaine and Kyle."*

*"The staff are very good. It makes all the difference."*

*"Since I moved in a few months ago, I have found both staff and other tenants very welcoming, friendly and helpful."*

*"Since living here, we are satisfied with the staff. The way we are treated and the area is very quiet."*

*"The staff at Garden Court go above and beyond their duties to help when they can. Also, the HO staff covering this scheme have been very helpful and has made communications better."*

## Maintenance issues

*"I'm only fairly satisfied due to the fact that on numerous occasions I have had to contact Eldon to get work done and I had issues with Eldon completing the work to my satisfaction."*

*"Have had problems with things not being sorted out. Still not satisfied with the fire door ongoing problem."*

*"My bathroom, kitchen and radiator need to be repaired, and when I notified Eldon, action was taken immediately to my satisfaction. Anytime I need help, I get the help I need immediately."*

*"I had a water leak starting in October 2024. Reported it, then photos were taken, but I felt I wasn't believed! Took 5 months all in all to be fully repaired. I also feel we, as residents, are treated like children. It's very patronising."*

## Other matters

*"Lack of communication. Decisions are being made without consulting my sister."*

*"The service isn't good anymore. Run down. I think I was here for the elderly people, but it is like a ghetto place. People coming and going. Something has to be done; you don't know who lives here anymore."*

*"The communal lounge has been closed for some time now, with no indication of when it will reopen. Access to rubbish bins is only available through 2<sup>nd</sup> floor chute, meaning smaller quantities of waste require more frequent drops. Fire exit inappropriate use compromising the safety of the building."*

*"It's ok here, staff nice, could be better with regard to getting out and about like a minibus."*



**Well Maintained, Safety & Communal Areas**



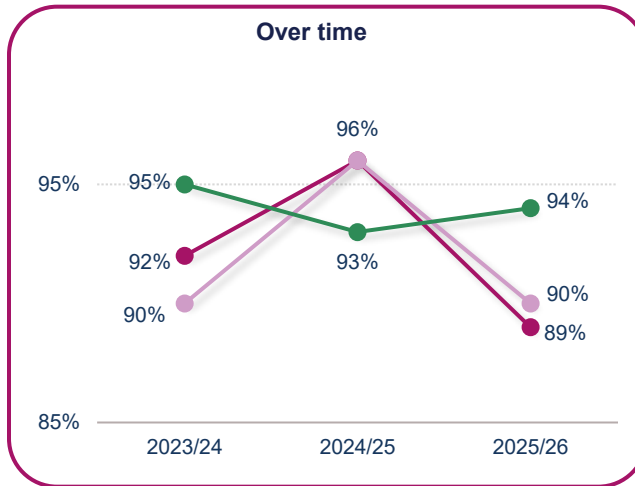
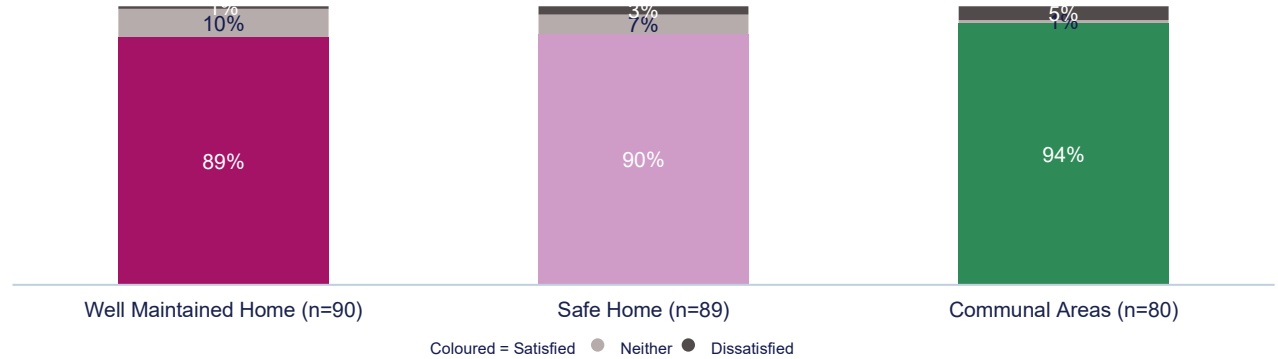
# Well Maintained, Safety & Communal Areas

High numbers of tenants are satisfied with their homes; 89% of tenants feel that their homes are well maintained, with even more feeling they are safe (90%). However, both of these measures have decreased since the previous survey; down 7p.p for the home being well maintained and down 6p.p for its safety.

Nearly all the tenants stated that they live in a building with communal areas that Eldon is responsible for maintaining (95%), and 94% of these tenants are satisfied that Eldon keeps their communal areas clean and well maintained, with just 5% dissatisfied. Satisfaction has stayed the same as in 24/25, and this is the highest satisfaction of all measures in this year's survey.

The sector trend shows that satisfaction with both the maintenance of the home, which is up by 3p.p to 77%, and the safety of the home, up 2p.p to 82%, has continued to rise since the end of 24/25. Meanwhile, satisfaction with the maintenance of communal areas has levelled off following the 4p.p increase at the start of 25/26. Satisfaction with both the maintenance of the home and safety is now at its highest levels in more than three years.

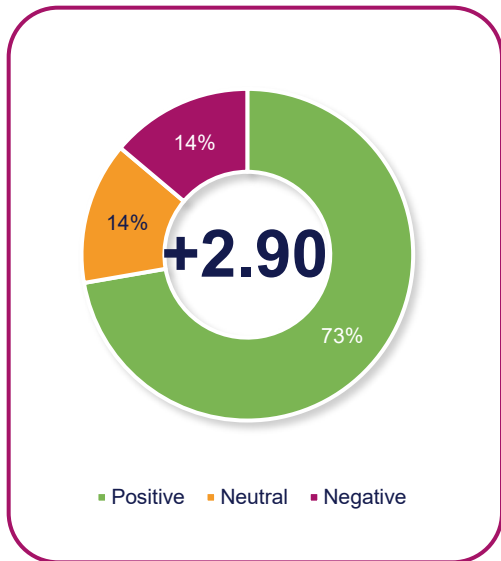
Those responding by post are the more satisfied, but the difference between the methods is small.



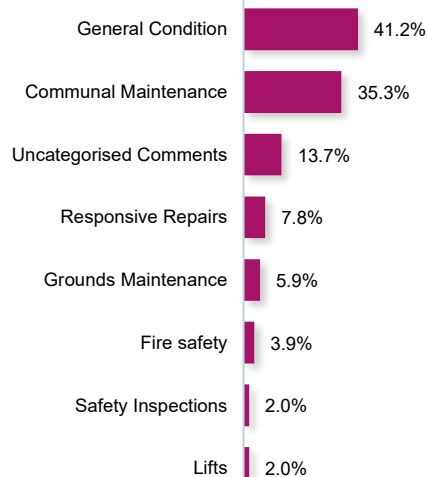
# The Home

Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.

Base Size: 51



## Top Subcategories



## Sentiment Score

Attribute	Count	%	Sentiment Score
Quality of Work / Service	15	29.4%	+4.53
Timeliness & Responsiveness	4	7.8%	+2.50
Satisfaction	3	5.9%	+5.00
Subcategory, no attribute (yet)	3	5.9%	-2.67
Safety	1	2.0%	+5.00
Worker Conduct	1	2.0%	-5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Communication / Transparency			-
Consistency			-
Effort			-
Empathy			-
Fairness			-
Listening / Acting			-
Resolution			-
Staff Conduct			-
Trust			-
No Comments			-

When asked to, “Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas,” 51 tenants left comments, and these reveal a generally positive sentiment, highlighting strengths but also some areas for improvement. Many participants express satisfaction with the cleanliness and regular maintenance, noting that communal areas are kept tidy and are given safety checks annually. Comments like “very clean” and “well maintained” are prevalent, indicating a strong appreciation for the efforts of staff.

However, some concerns are raised about specific aspects. While many praise the cleanliness, there are frustrations regarding the garden maintenance, with suggestions for improvement in areas such as overgrown hedges and leaf collection. Safety comments include feedback about heavy fire doors that could be challenging for tenants with mobility issues and concerns about the main front door not being securely shut, which potentially allows unauthorised access.

Additionally, a few respondents mention a lack of visibility from staff and the delayed reopening of communal lounges, which can be frustrating. Overall, while the maintenance and safety standards are largely viewed positively, addressing specific issues concerning exterior areas and enhancing communication from staff could further improve tenant satisfaction.



# The Home - Example Comments

## Positive comments

*"Very safe, nice place."*

*"Cleaner works very hard our place is very clean."*

*"The staff keep the communal area clean and tidy."*

*"The building is always clean, tidy and smells nice."*

*"Have no problems as far as I am concerned."*

## Maintenance

*"When problems arise, rectification appears to be done in a reasonable amount of time."*

*"I am fairly satisfied with the maintenance as it is done regularly, and the safety checks are done each year and on time."*

*"Staff have come round to check the fire door and shower head etc. Flat is kept well-maintained."*

*"Internal communal areas are very clean, little or no attention given to exterior unless pressed."*

*"Maintenance has been excellent overall."*

## Communal areas

*"Garden needs sorting out."*

*"The cleanliness is that there anymore, the washroom is very untidy. The safety isn't there, too many people come and go."*

*"Gardeners need replacing. The lawn is always cut even when it does not need to be. Hedges, etc., are neglected, overgrown. Leaves should be taken up all around outside of the building to prevent blockage."*

*"The communal lounge is off limits at the moment. I understand the reason, but I never accept it's frustrating about the delay anyway."*

*"The main front door is not always shut properly, and strangers have been found wandering around the building."*

## Other matters

*"Fire doors are heavy to open. Makes me feel for those less able than me."*

*"Could do with seeing staff a bit more regularly."*

*"The health and safety of residents are at the top of Eldon's list."*

*"The safety, maintenance and cleanliness of all the parts of the communal areas are taken very seriously."*



**Keeping Properties in Good Repair**



Half the tenants stated that they had a repair carried out to their home in the last 12 months (51%). Of these tenants, 89% are satisfied with the repairs service during this period, with marginally fewer satisfied with the time taken to complete their last repair (84%). Fewer tenants are satisfied with how Eldon deals with repairs and maintenance generally (81%), which is asked of all tenants.

Satisfaction has fallen for the repairs service in the last 12 months (down 3p.p) and the time taken (down 8p.p). The overall repairs question was not asked in 24/25.

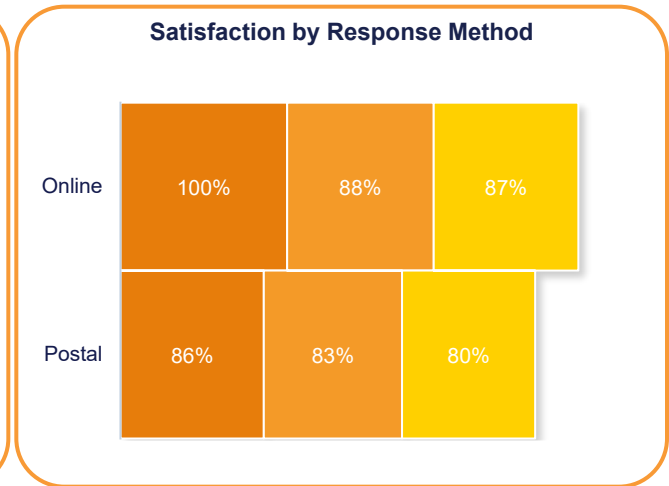
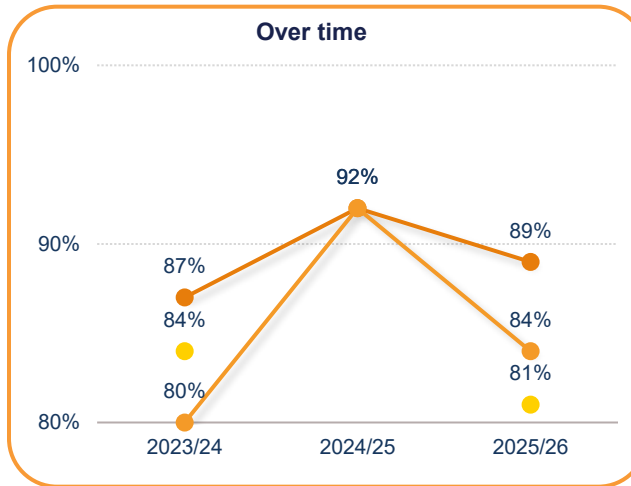
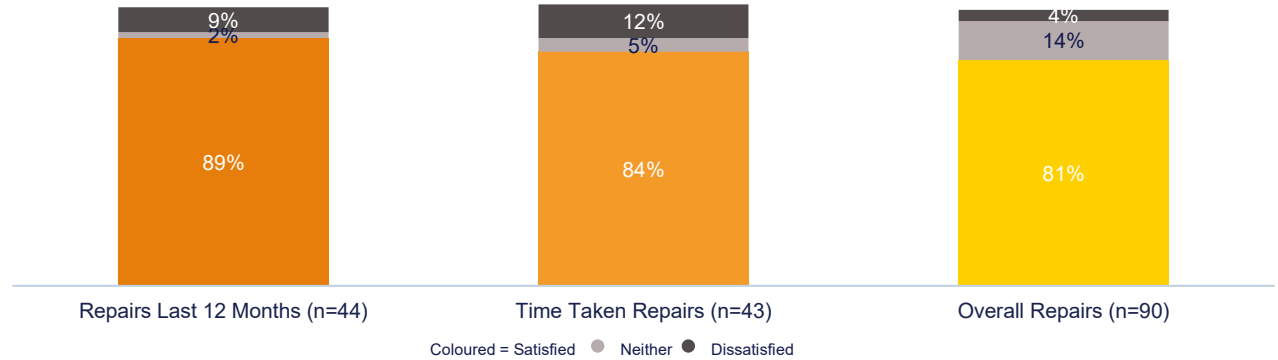
Acuity data shows that for the recent service, the median satisfaction stands at 80%. The wide gap between the maximum (100%) and minimum values highlights the variation in performance across landlords. The median trend shows a 4p.p increase this year, continuing the upward trajectory seen since the end of 24/25.

Acuity suggests this is potentially driven by increases in resourcing as HAs try to tackle backlogs and improve service as the Regulator publicises more downgrades.

The median satisfaction for the time to complete repairs remained relatively stable, fluctuating between 70% and 72%. The 4p.p rise during 25/26 represents the largest single-quarter change, positive or negative, at the start of 23/24.

For the repairs measures, those using the online option are the most satisfied.

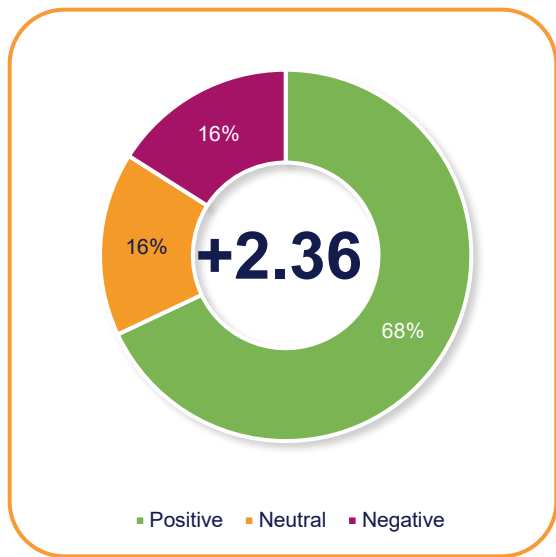
# Keeping Properties in Good Repair



# Repairs & Maintenance

Tell us more about your experience with the repairs service over the last 12 months.

Base Size: 25



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	9	36.0%	+2.22
Satisfaction	6	24.0%	+4.33
Subcategory, no attribute (yet)	6	24.0%	+1.33
Quality of Work / Service	5	20.0%	+3.00
Resolution	4	16.0%	+2.50
Communication / Transparency	2	8.0%	+5.00
Safety	1	4.0%	-5.00
No Comments	1	4.0%	0.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Effort			-
Empathy			-
Fairness			-
Listening / Acting			-
Staff Conduct			-
Trust			-
Worker Conduct			-

The survey responses regarding repairs reflect a mixed yet generally positive sentiment among tenants. Many participants praise the efficiency and promptness of the repairs, with specific mentions of satisfactory service for installations such as taps and shower repairs. However, there are some areas of concern, particularly regarding communication and delays. A respondent highlights the inadequate handling of a health hazard involving damp and mould, noting a lack of urgency from management.

Several participants express discontent with the requirement for photographic evidence before repairs can be processed, suggesting this process hinders timely service. Others report positive experiences, citing quick resolutions to issues like door repairs and efficient follow-ups from the Hestia Team.

While many participants report satisfaction with recent service, some mention longer waiting times for certain repairs, such as a shower door and a kitchen drawer. Furthermore, perceptions vary regarding the condition of communal areas, with some citing poor maintenance. In summary, while the overall sentiment leans towards satisfaction with repair services, there are communication gaps and delays that need to be addressed to enhance the tenant experience.



# Repairs & Maintenance - Example Comments

## Positive comments

*"They fitted new taps in my kitchen, and I was very pleased."*

*"Yes, it's good."*

*"Happy."*

*"I just tell the Hestia Team, and they report it."*

*"Had no issues in the last 12 months, but the previous was very efficient."*

*"Really good."*

*"They are good."*

*"My repair was carried out promptly."*

*"Good."*

*"Ok."*

## Timescales

*"It required 2 calls to the help desk before the repairman was called, but when he arrived, the repair was completed speedily and efficiently."*

*"Letters advising when work is needed in the flat are always delivered in plenty of time."*

*"Come the next day for the repair."*

*"Had to wait a couple of weeks for a shower door to be fixed. Still waiting for a repair to a kitchen drawer."*

## Repairs completed

*"Done shower and drain to shower."*

*"My door lock was changed. My shower was changed."*

*"Had a job done in the airing cupboard, all good."*

*"I have a broken door; it was fixed quickly."*

*"So efficient in repairing the issue in the bathroom with water going down the drainage. Resolved swiftly and fixed the heater swiftly too."*

## Other matters

*"Even though I've not had a bad experience or a great deal of waiting time, feel communication is a key."*

*"I moved here for my health but for the last 6 weeks I'm living in a damp, mouldy flat, with water running down the wall towards electrics, a health hazard and dangerous – no one gives a damn."*

*"Do not like the fact that they need photographs of repairs that need doing - not so good as it used to be."*

*"No comment at the moment."*

*"In our own flat very satisfied with the services provided by contractors, but maintenance and cleaning of exterior/grounds are poor."*



## Contribution to the Neighbourhood



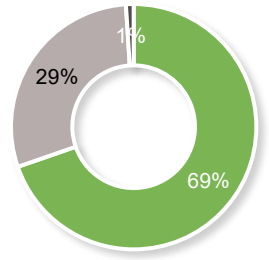
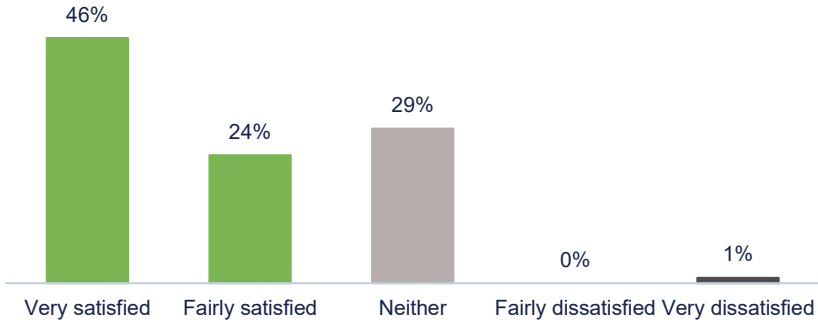
# Contribution to the Neighbourhood

Seven out of ten tenants are satisfied that Eldon makes a positive contribution to their neighbourhood (69%). Just 1% are dissatisfied, but 29% gave a neutral response, perhaps unaware of the impact Eldon has locally. Satisfaction is down by 6p.p, although dissatisfaction is also down by 3p.p.

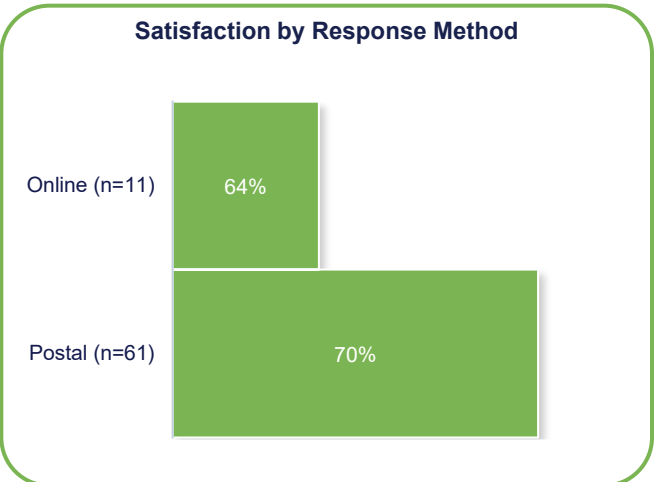
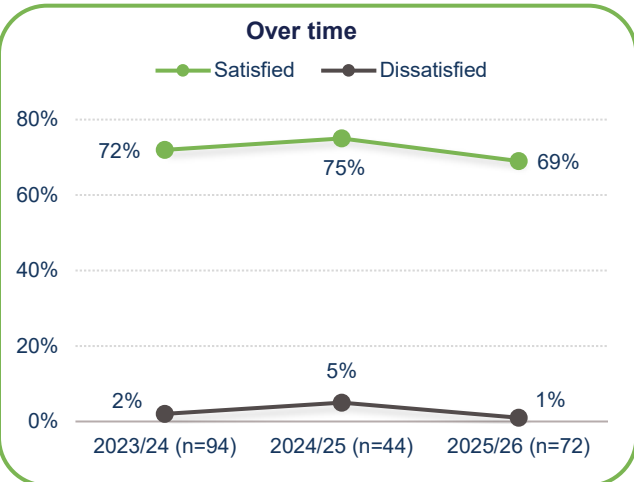
On average over the sector, 69% of tenants are satisfied with the positive contribution their landlord made to their neighbourhood (TP11) during 25/26; the same as for Eldon. The median satisfaction has remained stable at 69%, with a 25th percentile of 62% and a minimum score of 23%, reflecting high variability in neighbourhood contribution.

With the median score remaining unchanged since Q1 25/26, satisfaction with the contribution made to the neighbourhood remains at its highest level in three years.

Those responding by post are the most satisfied, 70% compared with 64% of those replying online.



■ Satisfied ■ Neither ■ Dissatisfied





# Approach to ASB

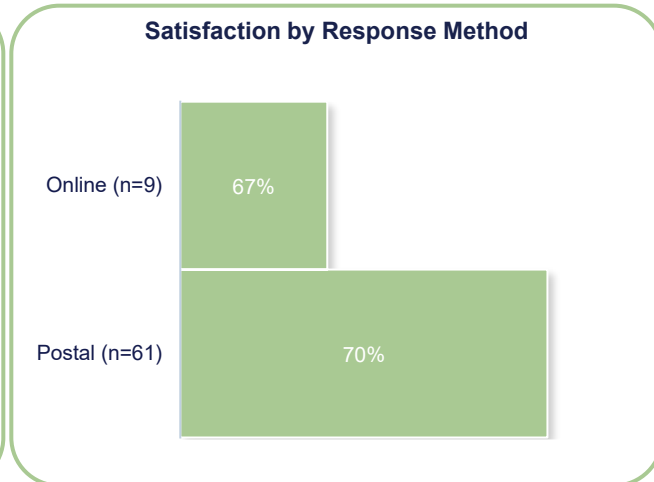
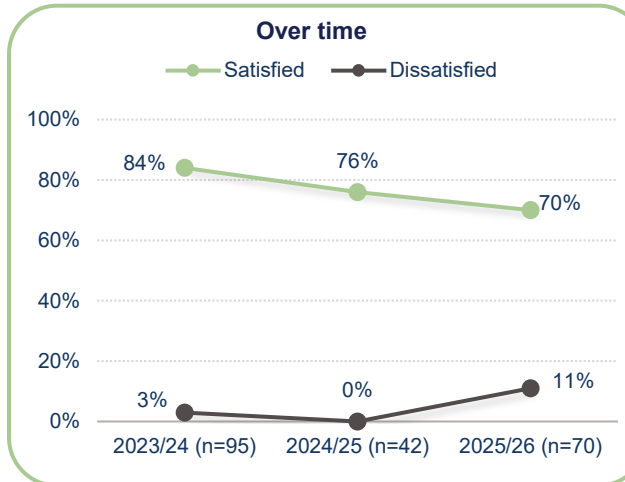
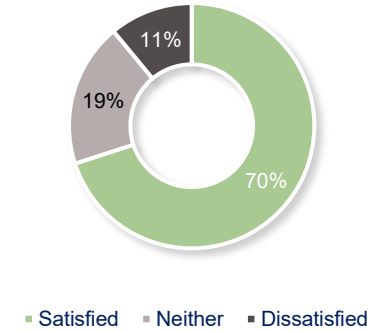
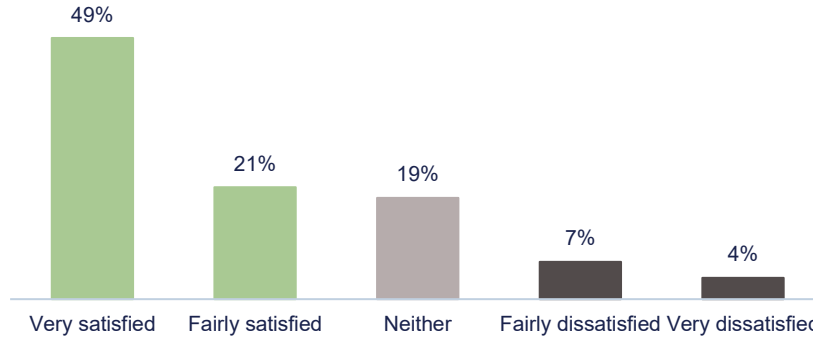


# Approach to ASB

A similar proportion of tenants are satisfied with Eldon's approach to dealing with anti-social behaviour (70%), although 11% are dissatisfied. Satisfaction with this measure is also down, in this case, by 6p.p since the previous survey, whilst dissatisfaction is up 11p.p.

For the handling of anti-social behaviour (ASB) (TP12), the median satisfaction is 62%, a 2p.p increase during 25/26. Remaining largely stable over three years, fluctuating by a maximum of 2p.p.

Note: all tenants were asked about their perception of how Eldon handles cases of ASB, not just those who have reported a case within the previous twelve months. This can lead to some unexpected results and relies heavily on how effective communication is with all tenants, not just those who have experienced ASB in the past.





**Respectful & Helpful Engagement**



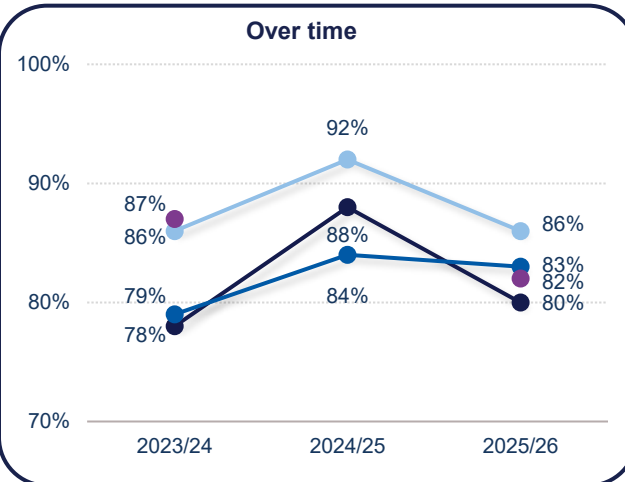
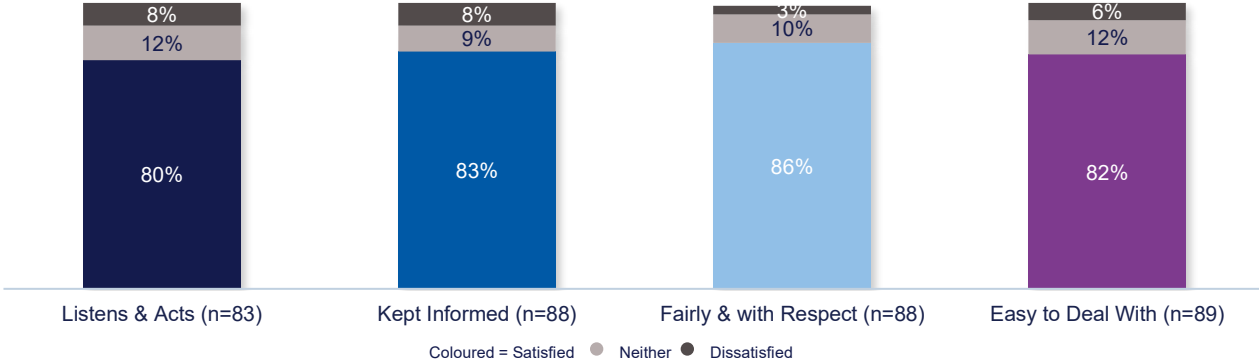
# Respectful & Helpful Engagement

Eight out of ten tenants find Eldon easy to deal with (82%), while 83% are satisfied with how they are kept informed about things that matter to them. However, fewer tenants are satisfied that Eldon listens to their views and acts upon them (80%).

Satisfaction with being kept informed is down by 1p.p, while 9p.p fewer tenants are satisfied that their views are listened to.

A very high proportion of tenants (86%) agree that they are treated fairly and with respect by Eldon; however, this is down 6p.p. compared with last year.

The difference between the two methods of response is marginal for these engagement measures.





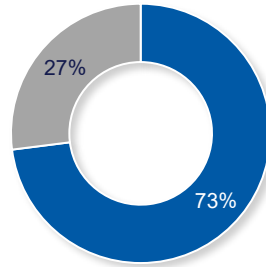
# Tenant Panel

When tenants were asked if they were aware of the Tenant Panel, 73% said they are, although 27% are not, suggesting more could be done to promote this.

There are 28% of tenants who would like to know more about this, giving Eldon an opportunity to increase involvement.

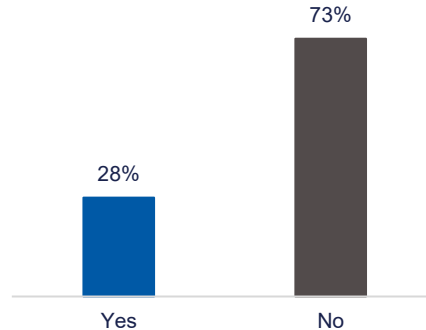
A total of 39 tenants left comments about the Tenant Panel and some of these are shown to the right.

## Aware of Tenant Panel



■ Yes ■ No

## Tenant Panel Information



## Tenant Panel Comments

### Write in

*"I don't think it makes much of a difference to me."*

*"I am on the panel for tenants."*

*"They keep us in touch."*

*"This does not make any difference."*

*"That's where communication begins."*

*"I don't know too much is going on in here."*

*"To know what's going on."*

*"I am the tenants' panel vice chair."*

*"It's someone else who we can talk to with a problem."*

*"They talk and listen to us more."*

*"It has improved communication and tenants can be more involved with decisions if they wish to."*

*"It gives me the opportunity to speak at the meetings if there are any issues."*

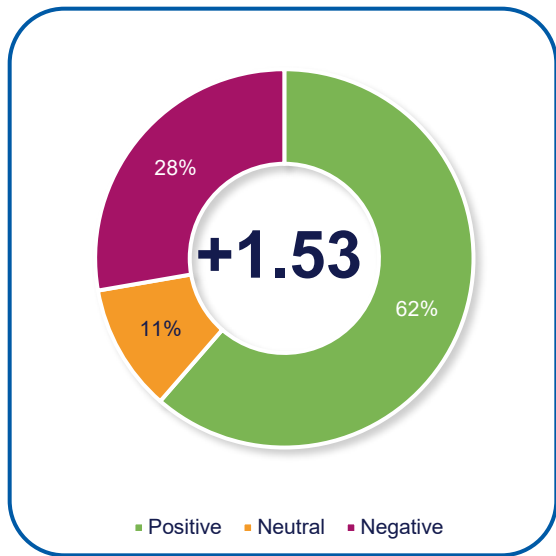
*"Eldon takes the 'Panel's views and act upon their recommendations."*

*"Unable to attend but will receive the meeting notes. Not really involved with this. I have macular degeneration so tend to stay in my apartment."*

# Customer Service & Communication

Describe your experience with the customer service and communications you receive.

Base Size: 47



Attribute	Count	%	Sentiment Score
Satisfaction	15	33.3%	+3.27
Staff Conduct	11	24.4%	+3.64
Communication / Transparency	7	15.6%	-0.71
Quality of Work / Service	7	15.6%	+1.29
Timeliness & Responsiveness	7	15.6%	-2.14
Subcategory, no attribute (yet)	7	15.6%	0.00
Listening / Acting	2	4.4%	+5.00
Resolution	2	4.4%	-1.00
Safety	1	2.2%	-5.00
No Comments	1	2.2%	0.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Effort			-
Empathy			-
Fairness			-
Trust			-
Worker Conduct			-

The tenants' comments present a largely positive view of customer service and communication. While a segment of respondents expresses satisfaction, citing good communication and helpful staff, there are some concerns raised about inconsistent service. Some individuals report delays in responses, particularly regarding maintenance issues and scheduling conflicts, which often leave them feeling frustrated. Specific comments highlight the lack of follow-up when staff members are unavailable, resulting in unresolved issues and a feeling of neglect.

Several respondents mention positive experiences with specific staff members, like the Welfare and Support Officer and managers, who are praised for their attentiveness and problem-solving abilities. However, dissatisfaction with overall communication is prevalent, especially concerning timely notifications about visits or service appointments. Some tenants feel that the standards of communication vary, suggesting a need for improved consistency across the board. Furthermore, comments indicate a strong desire for proactive updates regarding crucial service changes.

Overall, while there are strengths in customer service, some areas for improvement remain, particularly in communication and responsiveness to maintenance concerns.



# Customer Service - Example Comments

## Positive comments

*"I'm very satisfied with the communication I receive, they always keep me informed."*

*"Good customer service."*

*"Customer service is excellent, and communications are always relevant."*

*"I think that if I have an issue, there is someone I can contact."*

*"Any proposed visits to the flat are advised in plenty of time."*

*"Always polite and efficient."*

*"I have previously filled in this form, but I shall do it again, as I want to support the staff at Bardsley Court - a good team."*

*"The customer service has been exemplary. Sharon and Elaine are both truly amazing!"*

## Helpful staff

*"The manager is always accommodating and helpful. Listens to the issue at hand and offers solutions."*

*"If I have a problem, I talk to the Welfare and support officer who is amazing."*

*"Always helpful."*

*"The staff at the accommodation usually deal with this."*

*"Had no issues, friendly staff."*

*"Julie always tells us when they come to do things in our flats."*

*"Managers of other people are good to me, I can't complain."*

*"Always listen to any concerns etc."*

## Contact & communication

*"Sometimes when an email is sent to a specific person who then appears to be on holiday, it is not picked up by any other member of staff. Neither does the 'out of office' message appear, so that it can be redirected to another member of staff."*

*"I've had problems communicating with customer services regarding the recent issues with my heating in the bedroom, and was dealt with but not quickly."*

*"There have been times when I have received a letter about a visit being arranged for a specific date, and I have waited in all day, and no one turned up."*

*"Lack of communication around times when people are due to attend my flat."*

*"Depends on whom you are dealing with. Customer service with regard to maintenance of the building has improved greatly in the last few months, for 6 months or so."*

## Other matters

*"The building is very nice, just what I want, and I don't have to do anything."*

*"I do not have a good experience with customer service and communication."*

*"When a report is made about dangerous conditions, and nothing is done for 5/6 weeks and after cutting a hole in my ceiling I'm still waiting that speaks for itself."*

*"Not that good as I need different needs to anyone else."*

*"I needed advice on obtaining some money from HO out of our own social funds they hold (now there is now arrangements of finance dept. This was sorted out satisfactorily."*

*"Dinners and pudding could be better- ice cream and jelly in October?"*

*"Am not happy that I was undercharged with my rent and have to find that extra every month."*



# Effective Handling of Complaints



# Effective Handling of Complaints

A fifth of tenants said they had made a complaint to Eldon in the last 12 months, which equates to 17 tenants, although it is not clear how many are genuine complaints or service requests yet to be fully actioned; a problem faced by most providers since the introduction of the TSMs.

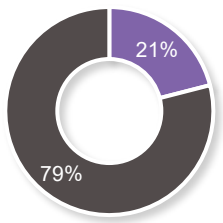
Satisfaction fell from 100% in 24/25 to 65%, with an increase in dissatisfaction of 24p.p, although satisfaction is now higher than it was in 23/24.

Of the 17 complaints, 15 were made by postal respondents, and 73% of these are satisfied. Of the two who made a complaint and responded online, neither is satisfied. However, due to the low number of responses, care should be taken when analysing results as the data is more prone to fluctuations.

For complaints handling (TP09), median satisfaction has increased by 3p.p to 40% satisfied, while the percentage of tenants reporting making a complaint has decreased by 2p.p to 21%.

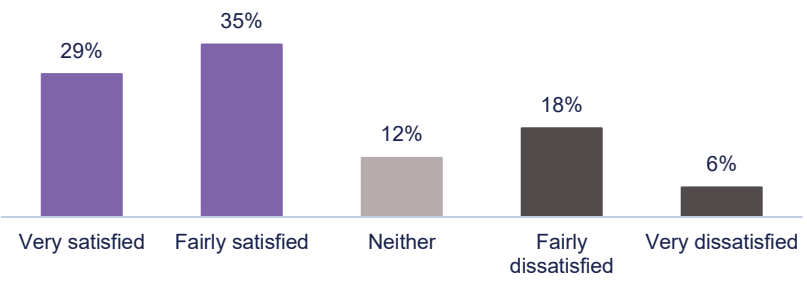
Satisfaction with complaint handling has shown minor fluctuations over time. After briefly dropping to 33%, the last year has seen slight increases. Satisfaction with the complaints handling process has always scored lower than other indicators, with tenants struggling to identify what a complaint is and whether it has been resolved. The new Housing Ombudsmen Code should provide some clarity.

Complaint in last 12 months

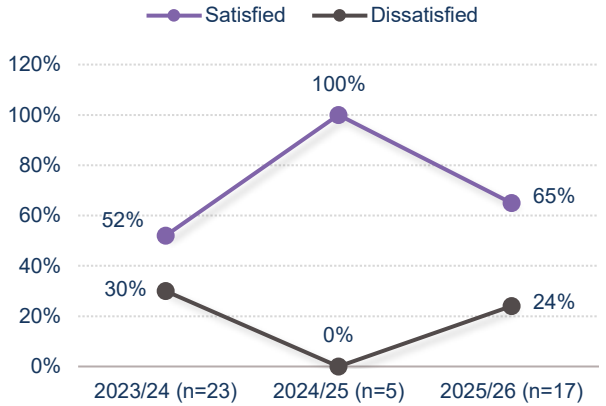


■ Yes ■ No

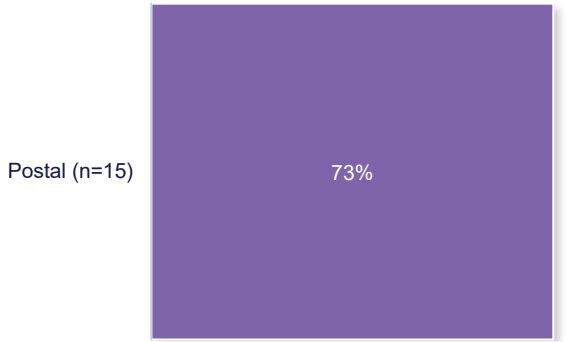
Satisfaction with Complaints Handling



Over time



Satisfaction by Response Method





**Net Promoter**



# Net Promoter

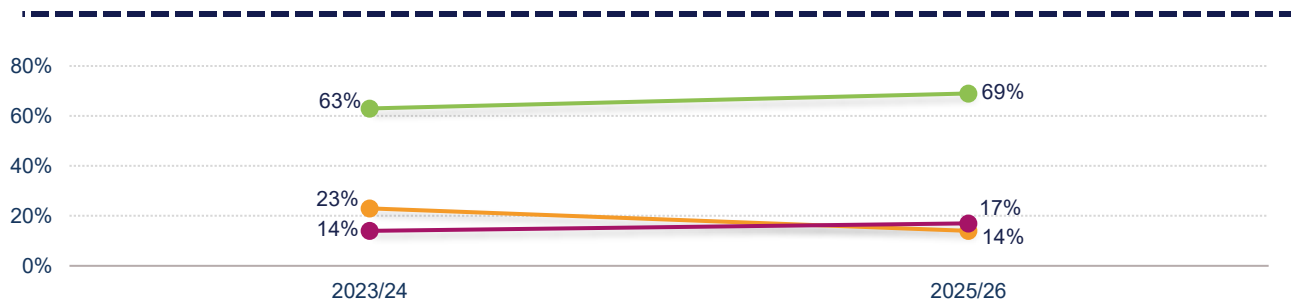
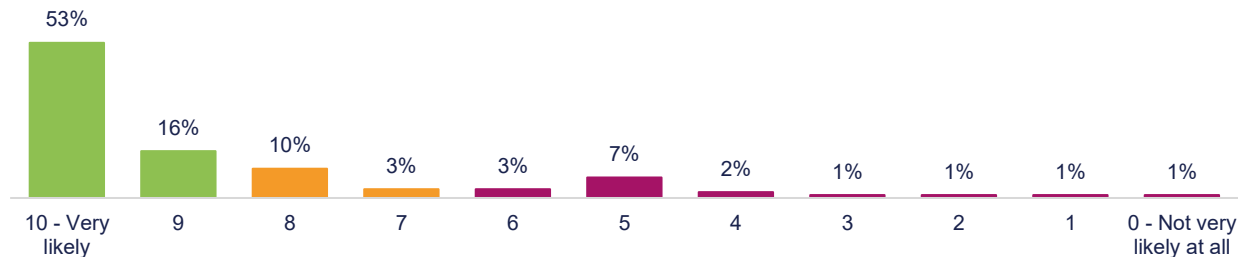
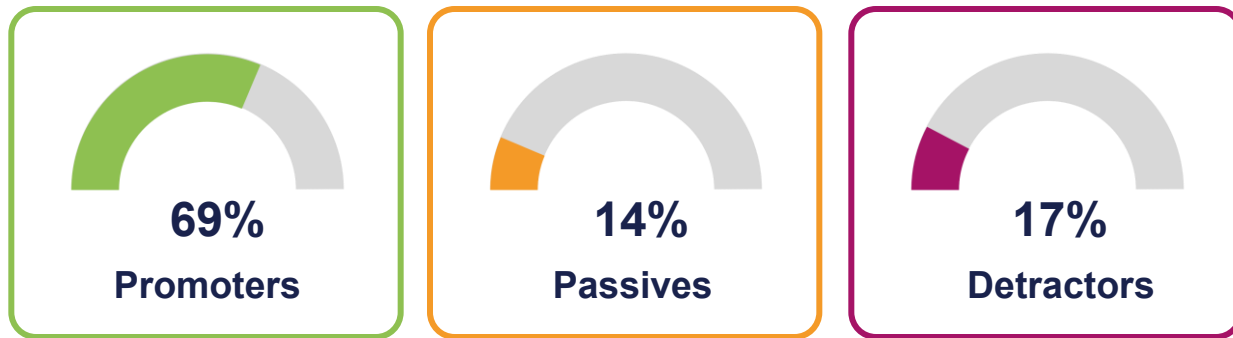
Tenants were asked, "How likely would you be to recommend Eldon Housing to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?"

Seven out of ten tenants are promoters, very loyal and happy to promote Eldon to other people (69%), with 53% of tenants giving a score of 10 out of 10. Just 14% of tenants are currently passive and could be persuaded either way, whilst 17% are detractors, and likely to have negative views about the Association.

Some 10% of tenants gave a score of 8, and it would be interesting to know how this group could be converted into promoters. Looking at the comments from these tenants, their main concerns appear to be around property maintenance and repairs.

The Net Promoter Score (promoters minus detractors) is +52, which is excellent (Acuity clients 24/25 average is around +25). This question wasn't included in 24/25 but the NPS is 4 points higher than that of 23/24.

**+52**  
**NPS ↑ 4**





# Wellbeing



# Cost of Living

Tenants were asked about the cost of living and whether they struggle to meet the cost of several expenses.

Similar numbers of tenants say they struggle with each of these expenses, between 11% and 13%, whilst similar numbers are worried about the future.

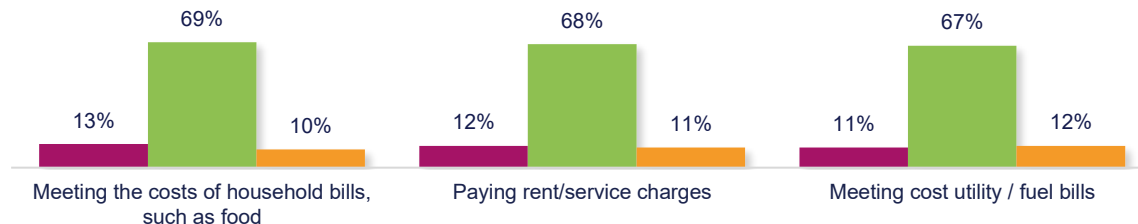
Similar surveys have shown that those struggling financially are often less satisfied with the range of services provided; the same is true here.

On the overall service, 86% those concerned are satisfied compared with 96% of those not concerned, and this pattern is largely the case for the remaining measures.

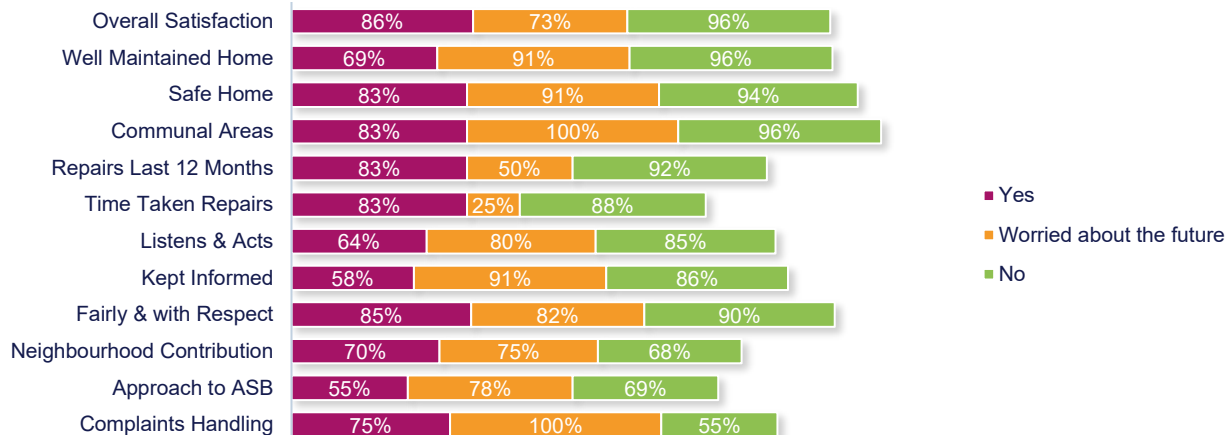
This suggests that if Eldon can offer help to those concerned, maybe with budgeting or with benefits, it will not only help the individuals but could also lead to higher satisfaction.

## Cost of Living Concern

■ Yes ■ No ■ I am worried about the future



## Cost of Living Concern & Satisfaction





# Wellbeing

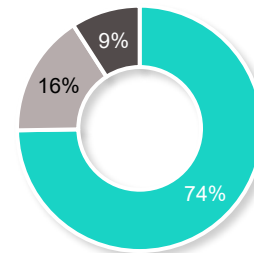
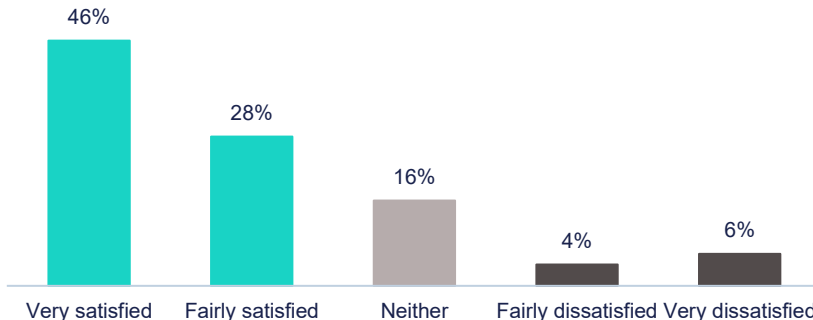
Happily, just 7% of tenants say they currently suffer from damp and mould in their homes, and 83% of these have already reported the problem to Eldon.

It is important that Eldon contacts all those affected to see the extent of the problems and to take action if needed. This is particularly important because Awaab's Law, which came into force on the 27th October, will bring further scrutiny from the Regulator into how HAs respond to damp and mould issues.

To help this process, Acuity has forwarded the names and addresses of those who say they have a damp problem, so these can be followed up on.

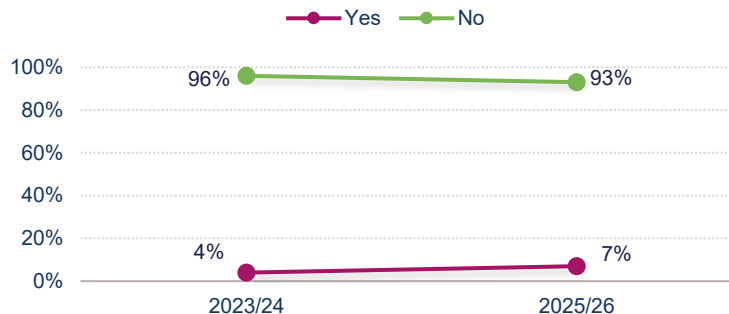
Three-quarters of tenants (74%) are satisfied with the energy efficiency of their homes, whilst 9% are dissatisfied. This suggests that more could be done to improve efficiency and reduce bills.

## Energy Efficiency

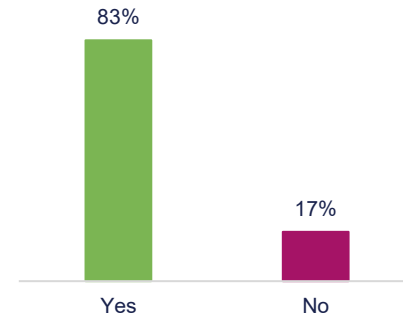


■ Satisfied ■ Neither ■ Dissatisfied

## Currently Suffering from Damp & Mould



## Reported Damp & Mould





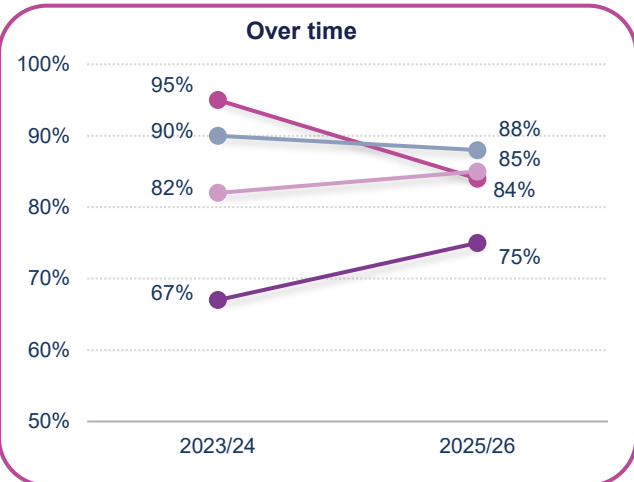
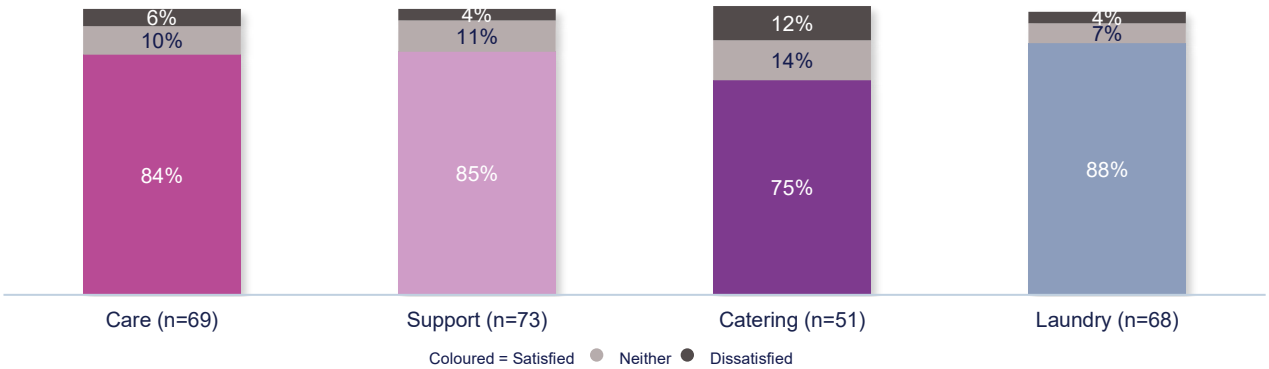
# Services Provided

This year's survey also included questions about the additional services provided at the scheme, and satisfaction is generally high.

Almost nine out of ten are satisfied with the laundry, with 85% satisfied with the support given and 84% with the care provided. However, slightly fewer are satisfied with the catering, where this is provided.

These questions were not asked in 24/25, but satisfaction has generally increased since 23/24, except for the care services.

The method of response doesn't appear to make a lot of difference on satisfaction with these support services.





## Further Insight



## Satisfaction & Dissatisfaction

The charts summarise the key results from 2025/6, and show the range of both satisfaction and dissatisfaction.

Sometimes, where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

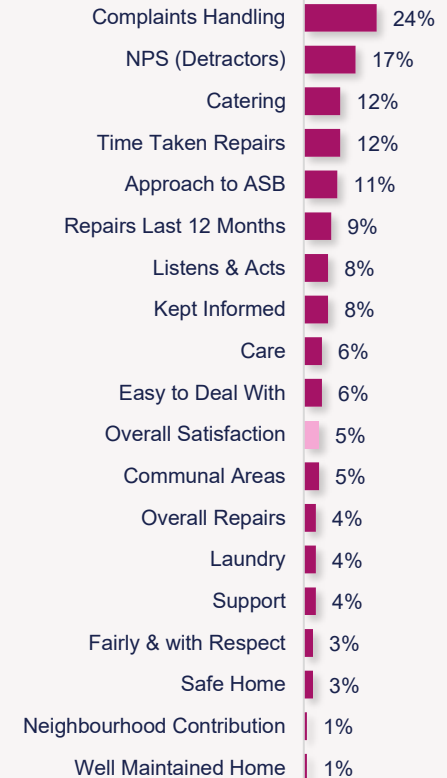
For Eldon, it generally follows that measures with high satisfaction also have low dissatisfaction, and vice versa, although for the contribution to the neighbourhood, 29% of tenants gave a neutral response, as did 19% for the handling of ASB.

The charts show clearly that the range of satisfaction is high, with two measures exceeding 90% satisfaction. In contrast, dissatisfaction is low: the highest is handling complaints at 24%, but just 5% are dissatisfied with the overall service.

### Satisfaction with Measures 2025/26



### Dissatisfaction with Measures 2025/26





# Year-on-Year Change

The table shows the annual results for 2025/26 against those for 2024/25.

Despite the high levels of satisfaction, this has largely fallen since the previous survey last year.

Overall satisfaction is down by 8p.p and listening to views is down by 9p.p, but all other measures have smaller falls in satisfaction, except for the handling of complaints, which is down 35p.p, albeit based on a few responses.

	2024/25	2025/26
Overall Satisfaction	96%	88% (-8)
Well Maintained Home	96%	89% (-7)
Safe Home	96%	90% (-6)
Communal Areas	93%	94% (+0)
Repairs Last 12 Months	92%	89% (-3)
Time Taken Repairs	92%	84% (-8)
Overall Repairs	- *	81% (-)
Listens & Acts	88%	80% (-9)
Kept Informed	84%	83% (-1)
Fairly & with Respect	92%	86% (-6)
Easy to Deal With	- *	82% (-)
Neighbourhood Contribution	75%	69% (-6)
Approach to ASB	76%	70% (-6)
Complaints Handling	100% *	65% (-35)
NPS (Promoters)	- *	69% (-)
Care	- *	84% (-)
Support	- *	85% (-)
Catering	- *	75% (-)
Laundry	- *	88% (-)

\*Not asked in 2024/25

# Benchmarking – Acuity Data 2024/25 (LCRA <1,000)



It is possible to compare performance on the core questions against Acuity clients who have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected during 2024/25 for all landlords with fewer than 1,000 properties.

Eldon compares well against this groups, with all but one of the measures above the group medians, that being the contribution to the neighbourhood, which falls into the third quartile.

Of the remaining measures, eight are in the top quartile, including the overall service.

As Eldon provides homes for older people, it is, perhaps, no surprise that satisfaction is high, and even for the general fall in satisfaction this year, the results still compare very well.





# Top 30 Comments

With very positive satisfaction scores, it is also no surprise that the open comments match these and are also generally positive.

In particular, the condition of the homes and the staff receive praise, as does the quality of the repairs work and the care services provided.

These comments are important as they give insight into the satisfaction scores and help Eldon highlight what is working well and where there might be room for improvement.

The full text of these comments is available on the Acuity dashboard.

	%	Count	Score
Property Condition - General Condition	32.35%	22	4.14
Housing Services - Customer Service & Contact - Staff Conduct	30.88%	21	3.40
Housing Services - Customer Service & Contact - Satisfaction	26.47%	18	3.53
Housing Services - Communal Maintenance - Quality of Work / Service	22.06%	15	4.40
Housing Services - Customer Service & Contact - Other	22.06%	15	2.00
Property Services - Responsive Repairs - Timeliness / Responsiveness	20.59%	14	1.18
Uncategorized Comments	19.12%	13	-0.07
Housing Services - Customer Service & Contact - Quality of Work / Service	16.18%	11	3.00
Property Services - Responsive Repairs - Satisfaction	13.24%	9	4.56
Housing Services - Customer Service & Contact - Communication / Transparency	13.24%	9	-0.56
Property Services - Responsive Repairs - Quality of Work / Service	10.29%	7	2.14
Property Services - Responsive Repairs - Other	10.29%	7	1.86
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	8.82%	6	0.83
Property Services - Responsive Repairs - Resolution	7.35%	5	1.00
Building Safety - Fire safety	5.88%	4	-1.00
Property Services - Responsive Repairs - Communication / Transparency	4.41%	3	1.67
Housing Services - Customer Service & Contact - Empathy	4.41%	3	3.33
Housing Services - Customer Service & Contact - Listening / Acting	4.41%	3	5.00
Support Services - Care services - Satisfaction	4.41%	3	5.00
Community & Engagement - Community Spirit / Pride / Belonging	4.41%	3	5.00
Housing Services - Communal Maintenance - Other	4.41%	3	-1.67
Housing Services - Customer Service & Contact - Resolution	2.94%	2	5.00
Housing Services - Communal Maintenance - Timeliness / Responsiveness	2.94%	2	5.00
Estate Services - Pest/Vermin Issues	2.94%	2	-5.00
Neighbourhoods - Anti Social Behaviour	2.94%	2	-2.50
Neighbourhoods - Crime	2.94%	2	-5.00
Support Services - Care services - Empathy	2.94%	2	5.00
Housing Services - Grounds Maintenance - Other	2.94%	2	1.50
Property Services - Responsive Repairs - Safety	1.47%	1	-5.00
Property Services - Responsive Repairs - No Comments	1.47%	1	0.00



# National Context

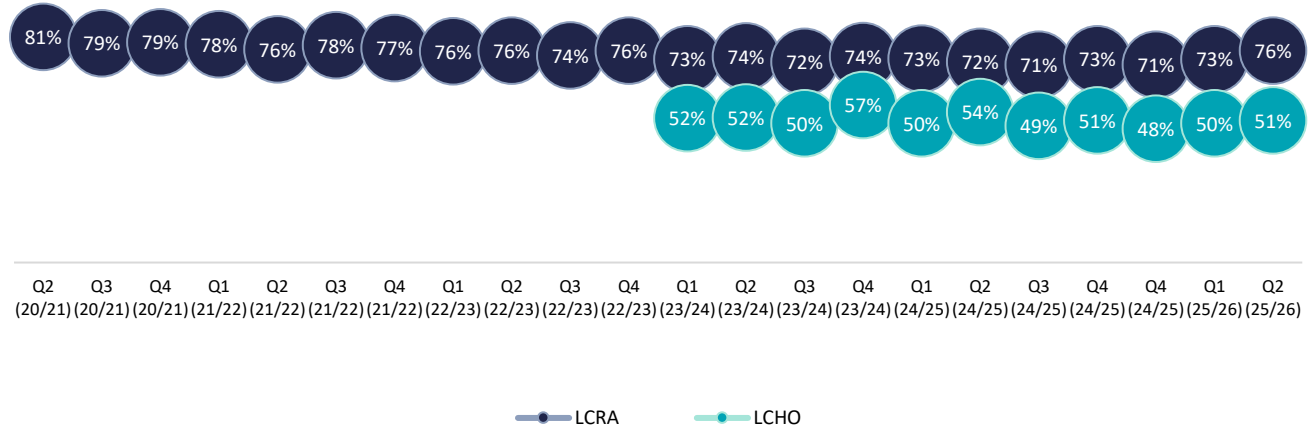
When considering the results, the national context and external factors must also be taken into account.

Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

Residents have had to face considerable challenges in recent years, particularly the ongoing cost-of-living crisis, political changes and some will still be recovering from the disruption caused by the pandemic of 2020 and the effect it had on the delivery of services.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, but there are signs that it is starting to increase again as we move through 2025/26.

### Overall Services (Acuity Clients)





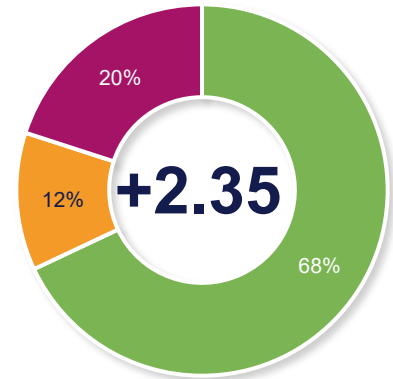
# Summary

# Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of tenant feedback across all key service areas.

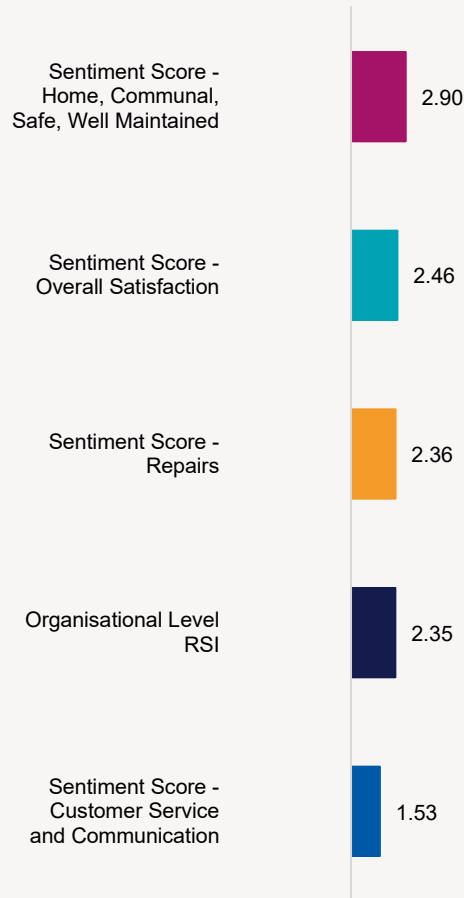
It is based exclusively on responses to the 7 core RSI open-ended questions. It reflects how positively or negatively tenants feel about the organisation's performance across these key areas.

Please note that if your organisation does not ask all seven core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question will be analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative

## Sentiment Scores



## Summary

### Overall Satisfaction

Tenants' comments indicate a mixed level of satisfaction, with many praising the staff's helpfulness, kindness, and the overall friendly atmosphere. However, there are some concerns regarding communication, timely repairs, and the quality of food. Several tenants highlight issues like maintenance delays, ongoing safety concerns, and inadequate responses to anti-social behaviour. While some appreciate the supportive environment, others express frustrations about feeling patronised or neglected regarding urgent issues. Overall, improvements in communication and maintenance responsiveness are needed.

### The Home

There is general satisfaction with the cleanliness and maintenance of home and communal areas, highlighting effective safety measures and responsive maintenance teams. Many tenants note the careful upkeep of internal spaces and praise staff efforts. However, concerns are raised regarding neglected outdoor areas, particularly the garden, and accessibility issues related to heavy fire doors. Additionally, some tenants express frustration about closed communal lounges and security concerns with the main entrance. Overall, while appreciation for services is evident, some areas require attention.

### Repairs

The repair services received mixed experiences, with some highlighting the promptness and efficiency in fixing various issues such as taps, showers, and doors. Positive comments mention effective communication and timely updates. However, concerns about the waiting times for some repairs, particularly in damp environments, and the requirement for photographs of issues are noted. While many respondents express satisfaction, there are calls for improved maintenance of communal areas and continued attention to urgent health hazards.

### Customer Service & Communication

Survey responses on customer service and communication also reveal mixed experiences. While some tenants report excellent communication, noting efficient staff and timely updates about visits, others express frustration over inconsistent responses and inadequate follow-up, especially regarding urgent issues like maintenance delays. Complaints include ineffective holiday cover, insufficient information about scheduled visits, and difficulties reaching management. Positive remarks highlight individual team members as exemplary, yet the overall perception suggests a need for enhanced consistency and responsiveness in communication strategies.



## Satisfaction with Measures



## Summary

Acuity was commissioned to undertake a census survey of the tenants of Eldon Housing, primarily using postal questionnaires, but also allowing tenants to complete the survey online. At the close of the survey in December 2025, 93 responses had been received: 77 by post and 16 online.

Satisfaction with the overall service provided by Eldon is high at 88%, with even higher levels of satisfaction for the repairs service in the last 12 months and providing a well-maintained home, both 89%, the home being safe (90%) and the highest rating this year is for the maintenance of the communal areas at 94%. In addition, 69% of tenants would recommend Eldon to other people, with a Net Promoter Score of 52, which is excellent.

Just three measures have ratings below 75%: how anti-social behaviour is dealt with (70%), the positive contribution made to the neighbourhood (69%) and the handling of complaints (65%). Correspondingly, dissatisfaction is highest with how complaints are handled (24%).

Despite the high scores, satisfaction has generally decreased compared with last year. Satisfaction with the overall services provided is down by 8p.p, with 7p.p fewer satisfied with the maintenance of the home and 9p.p fewer feel Eldon listens to their views and acts upon them. However, the biggest change is for the handling of complaints, which has fallen 35p.p, although this is based on a few respondents.

When the results are compared with those from other smaller landlords (fewer than 1,000 properties), Eldon does well with all but one measure above the group medians and eight in the top quartile, including the overall service.

For the first time, sentiment analysis has been used against four qualitative questions, covering the main areas of service. This gives a sentiment score based on the comments made and also highlights where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is positive at +2.35 (out of 5.00), and all other subject areas have positive scores, the highest for the home and communal areas (+2.90). Analysing the sentiment scores and reading the comments will help Eldon gain a better understanding of what is driving satisfaction, and what is not working quite as well.

There are also some tenants struggling with their household bills, while a few have issues with damp and mould in their homes, which need to be dealt with. In terms of the support services provided, tenants are generally happy, although fewer (75%) are satisfied with the catering arrangements.

There are too few responses to make firm conclusions about different subgroups, but the overall feeling is that most tenants are happy with the range of services provided, although some areas do have a little room for improvement.





# Recommendations

Eldon Housing Association Ltd was formed in 1981 to assume full responsibility for the housing and homes for the elderly provided by the Croydon Guild of Voluntary Organisations, now known as Croydon Voluntary Action. The aims and objectives of Eldon Housing Association Ltd are the provision of housing and associated amenities for people in housing need. It seeks to maintain a high standard of management with a commitment to quality of service and tenant participation.

A survey of this type can not address or provide evidence of all of these aims, but the level of satisfaction does suggest Eldon is performing well.

However, there are always areas that can be improved, and the recommendations opposite give some suggestions that Eldon may wish to follow up on.

## Repairs service

It is perhaps unusual to highlight the repairs service when satisfaction is high. However, satisfaction is down in 25/26 for both the recent service and the time to complete repairs, 3p.p and 8p.p respectively. The repairs service remains one of the key drivers for satisfaction overall and is often seen as the most important service, as tenants want a good quality home and any problems dealt with quickly and effectively. There is a feeling among some tenants that the service can be inconsistent. Whilst most repairs go off without a hitch, some experience delays and inadequate communication about the expected works. Tightening up on these few instances could help improve satisfaction again.

## Handling of complaints

The handling of complaints is once again the lowest-performing metric in the survey, and satisfaction has decreased 35p.p since the previous survey, albeit based on relatively few tenants. There has been an ongoing issue with complaints since the inclusion of these questions in the TSMs; many are unclear as to what constitutes a complaint and what constitutes a service request. Providing further information and communicating this better when a tenant raises an issue could help deal with these issues more quickly and increase satisfaction. Eldon has generally few complaints to deal with, so it can apply a personal touch, satisfaction compares well with others, but a few improvements could increase satisfaction again.

## Falling satisfaction

As noted throughout the survey, satisfaction has generally fallen since last year, although it remains high and compares well with other providers. It is not clear why satisfaction has fallen, as this runs counter to the general improvements seen across the sector this year. Eldon will be aware of any service changes which might affect satisfaction, and it is also recommended that Eldon contacts some of the tenants who have reduced their satisfaction to find out why. In this way, if service provision is an issue, improvements could be put in place.

## Increasing awareness

Three out of ten tenants gave a neutral response when asked about the positive contribution Eldon makes to their neighbourhood, and 27% are not aware of the Tenants' Panel. This suggests that more could be done to increase knowledge of the impact made and the opportunities to get more involved in running the association. Eldon may wish to look at how it promotes itself locally and how tenants could be more involved.

# Resident Sentiment Index (RSI)

## Resident Sentiment Index (RSI): Overview

Our new Resident Sentiment Index (RSI) uses a sector-specific sentiment categorisation model developed from decades of housing data and commentary. It allows landlords to move beyond satisfaction scores by showing not only how residents feel, but why. The framework includes seven key open-ended TSM questions across each of the main service areas, allowing organisations to benchmark with their peers.

Our model analyses open-ended survey responses across key service areas, categorising them using a deep learning sentiment engine. Each comment is scored on a 5-point scale (from -5 to +5) and grouped by category, subcategory, and – where relevant – cross-cutting attributes such as trust, listening, or communication. These attributes help identify what drives sentiment within services like repairs or tenancy management.

Note: Not every subcategory will have attributes. Some service areas (e.g. Property Condition, Neighbourhoods) are stand-alone themes that don't require further layering.

## Key Features

- A clear, overall sentiment score for your organisation and each service area
- Detailed analysis by category, subcategory, and (where applicable) attribute
- Automated, regulator-ready reporting aligned to TSM and STAR survey requirements
- Scalable benchmarking for tracking performance over time and against sector peers

## How We Categorise Feedback

We follow a multi-stage process to turn unstructured comments into actionable insight:

- **Model Design:** Combining housing sector expertise with real resident language to build a structured categorisation model
- **Expression Building:** Creating comprehensive expressions to detect key themes and sentiments
- **Testing & Tuning:** Refining expressions to maximise accuracy and coverage
- **Deployment:** Automatically categorising and scoring comments at scale

Some feedback will remain “Uncategorised” – particularly when language is highly specific, off-topic, or outside current theme coverage. This is expected and will reduce as the model continues to grow.



# Demographics



# Response Method

The survey was conducted primarily by postal questionnaire, but tenants were also given the opportunity to complete the survey online, if they wished. Of the 93 responses, 77 were by post and 16 online.

It is common that those completing a survey online are less satisfied, often put down to the age of those choosing this option, whilst there is some evidence of this here, age is not such a factor and the responses are mixed.

As Eldon provides supported housing and most are older tenants, the common principles do not apply here and this suggests that the method of response is less of an issue than with some other landlords.

	All Tenants	Online	Postal
Overall Satisfaction	88%	69%	92%
Well Maintained Home	89%	88%	89%
Safe Home	90%	93%	89%
Communal Areas	94%	87%	95%
Repairs Last 12 Months	89%	100% *	86%
Time Taken Repairs	84%	88% *	83%
Overall Repairs	81%	87%	80%
Listens & Acts	80%	79%	80%
Kept Informed	83%	80%	84%
Fairly & with Respect	86%	88%	86%
Easy to Deal With	82%	81%	82%
Neighbourhood Contribution	69%	64%	70%
Approach to ASB	70%	67% *	70%
Complaints Handling	65%	0% *	73%
NPS (Promoters)	69%	67%	69%
Care	84%	90%	83%
Support	85%	82%	85%
Catering	75%	83% *	73%
Laundry	88%	78% *	90%

\*Base below 10



# Age Group

It is often found in surveys of this kind that satisfaction generally increases with age. However, given the nature of the housing provision by Eldon, this is not as clear as with some other landlords.

Only three age groups have more than ten responses. Of these, those aged 75 to 84 and 85 and over are consistently the most satisfied, and those aged 65 to 74 the least.

	All Tenants	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	88%	100% *	100% *	0% *	100% *	100% *	78%	93%	100%
Well Maintained Home	89%	0% *	100% *	100% *	100% *	80% *	81%	96%	95%
Safe Home	90%	0% *	100% *	100% *	50% *	100% *	85%	96%	95%
Communal Areas	94%	- *	100% *	100% *	100% *	100% *	87%	100%	95%
Repairs Last 12 Months	89%	- *	- *	100% *	100% *	50% *	88%	92%	90%
Time Taken Repairs	84%	- *	- *	100% *	100% *	100% *	75%	83%	90%
Overall Repairs	81%	100% *	0% *	100% *	100% *	80% *	81%	87%	71%
Listens & Acts	80%	- *	100% *	100% *	100% *	100% *	62%	86%	89%
Kept Informed	83%	- *	100% *	0% *	100% *	80% *	73%	86%	95%
Fairly & with Respect	86%	- *	100% *	100% *	100% *	100% *	72%	93%	91%
Easy to Deal With	82%	- *	100% *	100% *	100% *	75% *	65%	90%	90%
Neighbourhood Contribution	69%	0% *	100% *	0% *	50% *	67% *	59%	81%	85%
Approach to ASB	70%	0% *	100% *	- *	100% *	33% *	52%	78%	86%
Complaints Handling	65%	- *	- *	0% *	- *	100% *	60% *	71% *	67% *
NPS (Promoters)	69%	- *	100% *	0% *	100% *	50% *	54%	83%	75%
Care	84%	- *	100% *	- *	0% *	67% *	70%	90%	100%
Support	85%	- *	100% *	- *	50% *	67% *	67%	96%	100%
Catering	75%	- *	100% *	- *	50% *	50% *	64%	87%	71%
Laundry	88%	- *	100% *	- *	100% *	67% *	86%	91%	88%

\*Base below 10



# Length of Tenancy

As those with the longest tenancies are often among the oldest tenants, satisfaction tends to be high in these groups, but very few fall into these groups.

Satisfaction also tends to be high for newer tenants, as seen here, where the less than 1-year group is the most satisfied with six of the measures.

One theory for this pattern is that tenants are often happy to finally get an offer of a home, but as they experience more issues over the years, they become more critical, and then as they age, satisfaction tends to increase again. This is shown here, with, for example, tenants of 1 to 3 years being the least satisfied with eight measures, although it is those of 11 to 20 years who are the least satisfied overall.

	All Tenants	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall Satisfaction	88%	91%	87%	100%	80%	73%	100% *
Well Maintained Home	89%	100%	89%	88%	89% *	91%	60% *
Safe Home	90%	100%	85%	93%	78% *	100%	100% *
Communal Areas	94%	100%	97%	94%	88% *	78% *	100% *
Repairs Last 12 Months	89%	100% *	84%	86% *	100% *	86% *	100% *
Time Taken Repairs	84%	100% *	79%	100% *	100% *	71% *	50% *
Overall Repairs	81%	73%	79%	88%	82%	90%	75% *
Listens & Acts	80%	89% *	74%	77%	90%	82%	80% *
Kept Informed	83%	100%	78%	81%	90%	82%	75% *
Fairly & with Respect	86%	100%	76%	93%	89% *	91%	100% *
Easy to Deal With	82%	100%	70%	87%	90%	82%	100% *
Neighbourhood Contribution	69%	78% *	60%	79%	67% *	100% *	0% *
Approach to ASB	70%	80% *	69%	71%	78% *	56% *	75% *
Complaints Handling	65%	- *	57% *	100% *	50% *	0% *	50% *
NPS (Promoters)	69%	70%	59%	79%	90%	64%	80% *
Care	84%	100% *	91%	58%	89% *	83% *	50% *
Support	85%	100% *	88%	69%	90%	71% *	100% *
Catering	75%	88% *	68%	80% *	80% *	100% *	- *
Laundry	88%	100% *	87%	91%	80%	83% *	100% *

\*Base below 10



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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