

# Your Views

## Tenant Satisfaction Survey 2025

### About the Survey

Between October and December 2025, 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 home 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.



93

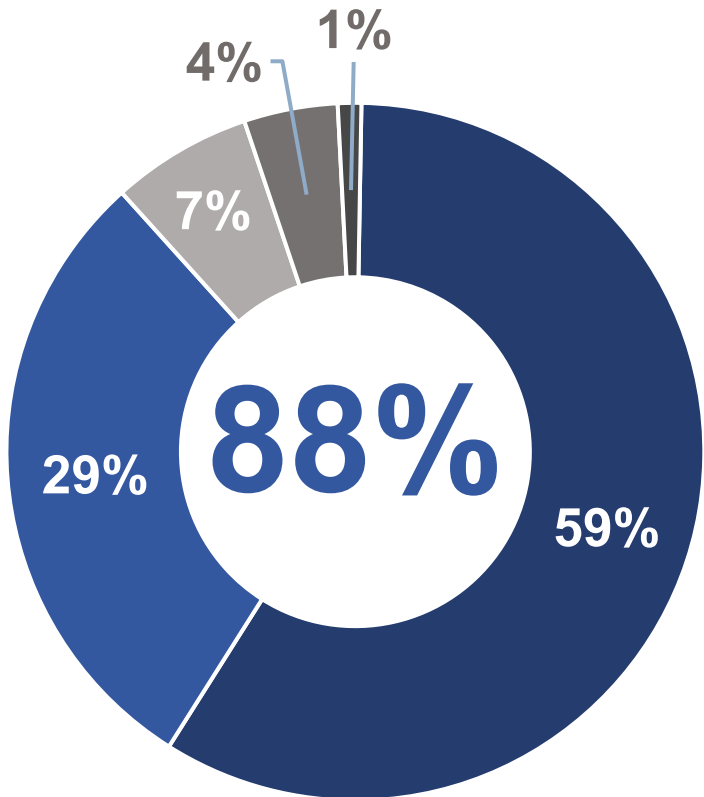
tenants took  
part out of a  
total of 265

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

# Overall Service



Around nine out of ten tenants are satisfied with the overall service provided by Eldon Housing Association (**88%**).



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



# The Home and Communal Areas



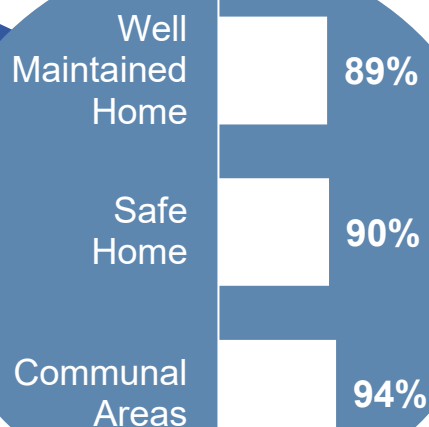
Nine out of ten tenants are satisfied that they are provided with a home that is well maintained (**89%**).



Tenants are similarly satisfied that Eldon Housing Association provides them with a home that is safe (**90%**).



Over nine out of ten tenants with communal areas are satisfied that they are kept clean and well maintained (**94%**).



# Repairs and Maintenance



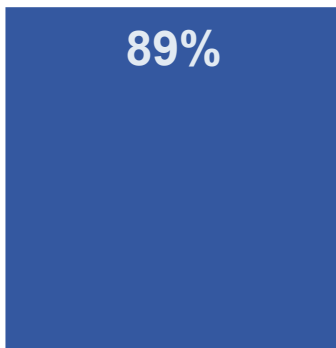
Nine out of ten tenants who have received a repair in the last 12 months are satisfied with the overall repairs service during this period **(89%)**.



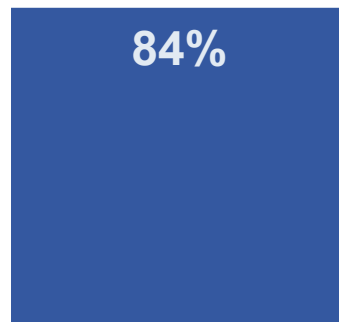
Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(84%)**.



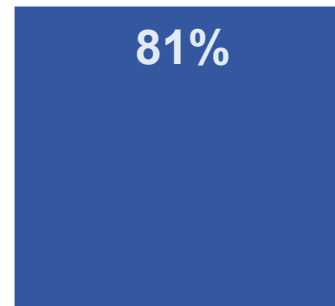
Eight out of ten tenants are satisfied with the way Eldon Housing deals with repairs and maintenance generally **(81%)**.



Overall Repairs Service  
(Last 12 months)



Time Taken to Complete  
Most Recent Repair



Repairs &  
Maintenance

**51%**  
of tenants had a  
repair carried out  
in the last 12  
months

# The Neighbourhood



Seven out of ten tenants are satisfied that Eldon Housing Association makes a positive contribution to their neighbourhood **(69%)**.



Tenants are similarly satisfied with Eldon Housing Association's approach to handling anti-social behaviour **(70%)**.



Positive  
Contribution to  
Neighbourhood

69%

Approach to  
Handling ASB

70%



# Communications and Tenant Engagement



Eight out of ten tenants are satisfied that Eldon Housing Association listens to their views and acts upon them **(80%)**.



Over eight out of ten tenants are satisfied that they are kept informed about things that matter to them **(83%)**.



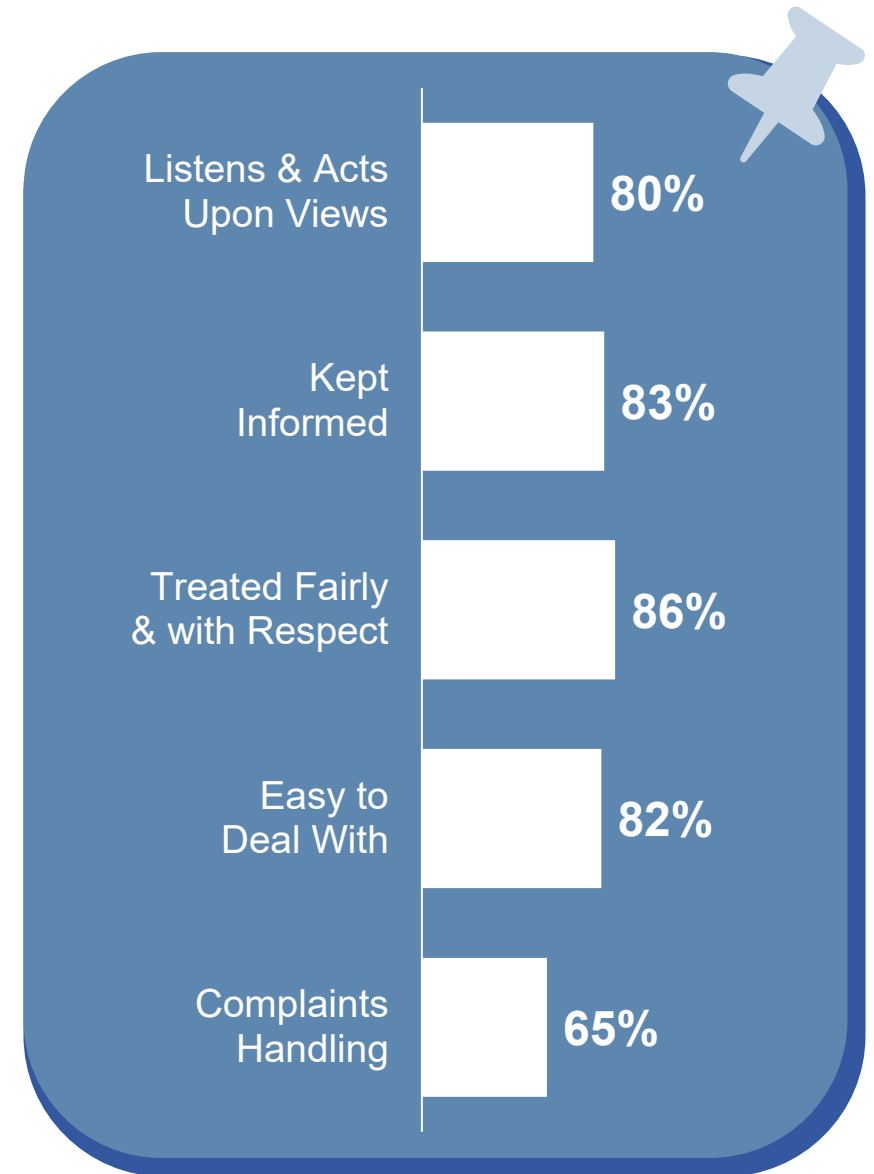
Six out of seven tenants agree that Eldon Housing Association treats them fairly and with respect **(86%)**.



Around eight out of ten tenants are also satisfied that Eldon Housing Association is easy to deal with **(82%)**.



Around two-thirds of tenants who made a complaint in the last 12 months are satisfied with complaints handling **(65%)**.



# Eldon Housing Services



Over eight out of ten tenants are satisfied with the care services that Eldon Housing Association provides (**84%**).



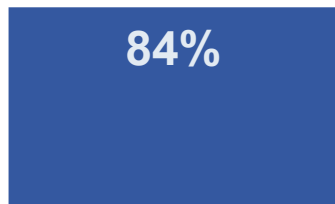
Tenants are similarly satisfied with the support services provided (**85%**).



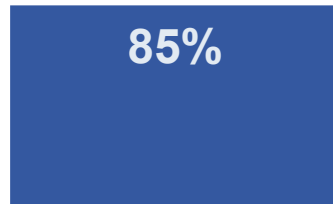
Over eight out of ten tenants are also satisfied with the catering services provided (**84%**).



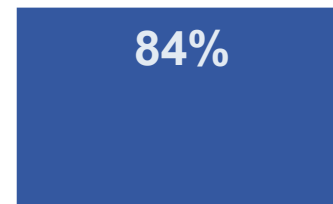
Around nine out of ten tenants are satisfied with the laundry services provided (**88%**).



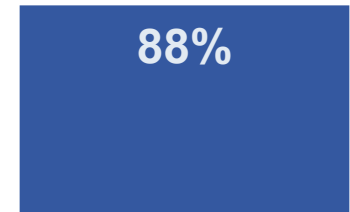
Care Services



Support Services



Catering Services

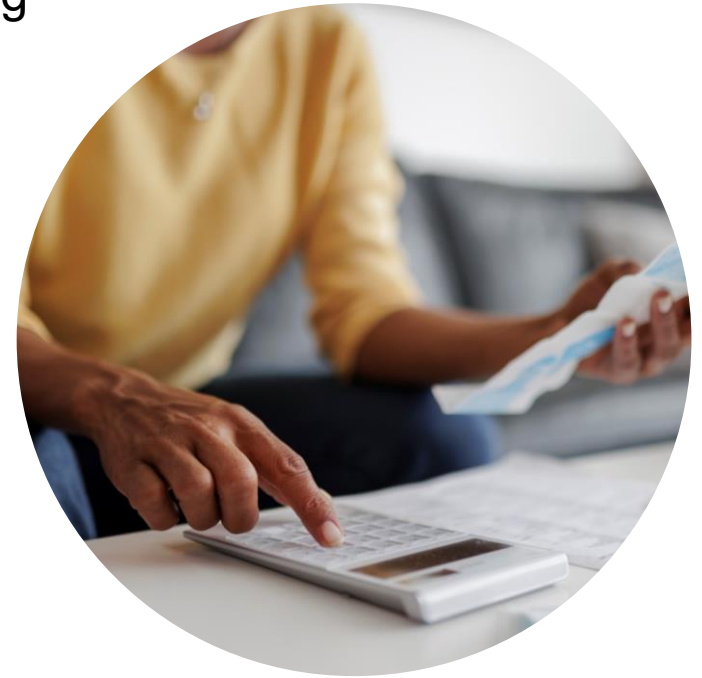
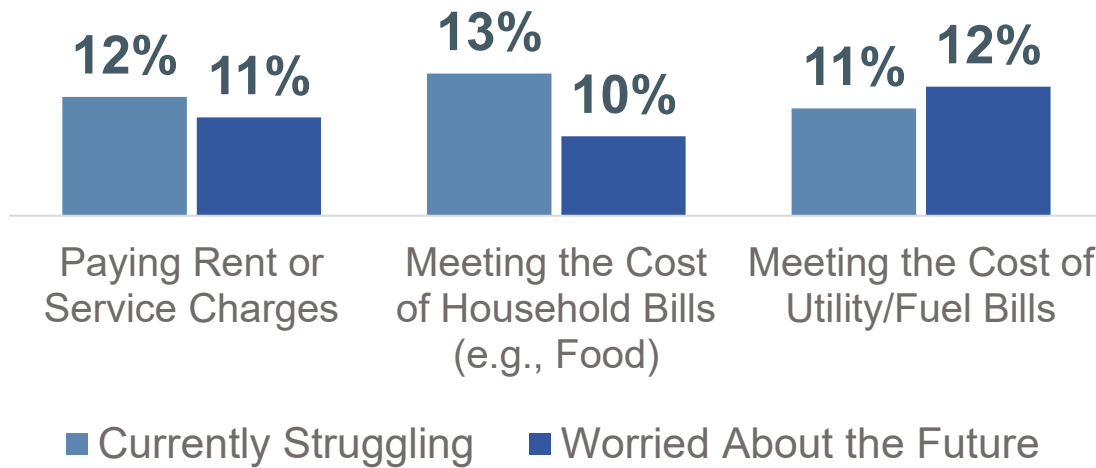


Laundry Services

# Wellbeing



A similar number of tenants are currently struggling with the cost of utility/fuel bills (**11%**), rent or service charge payments (**12%**) and household bills (**13%**). While other tenants are worried about meeting these costs in the future (between **10%** and **12%**).



Just **6** tenants said they currently have damp or mould issues in their homes. All but one of these tenants has reported the problem to Eldon Housing Association.

**74%**  
of tenants are satisfied with the energy efficiency of their homes

# Recommending Eldon Housing Association



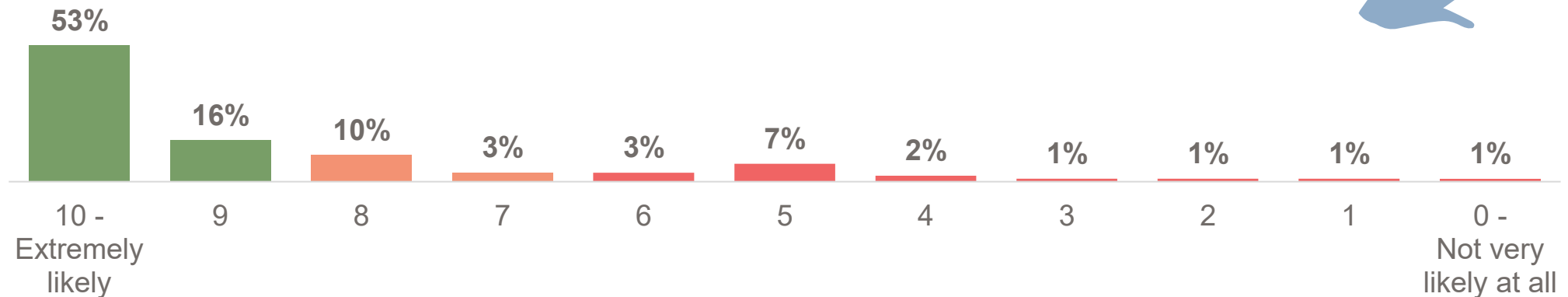
Tenants were also asked how likely they would be to recommend Eldon Housing Association to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Seven out of ten tenants are very loyal and happy to recommend Eldon Housing Association to other people (**69%**). However, **14%** of tenants are unsure, and **17%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for Eldon Housing Association (the percentage of those who would recommend Eldon Housing Association minus the percentage of those who would not) is **+52**.

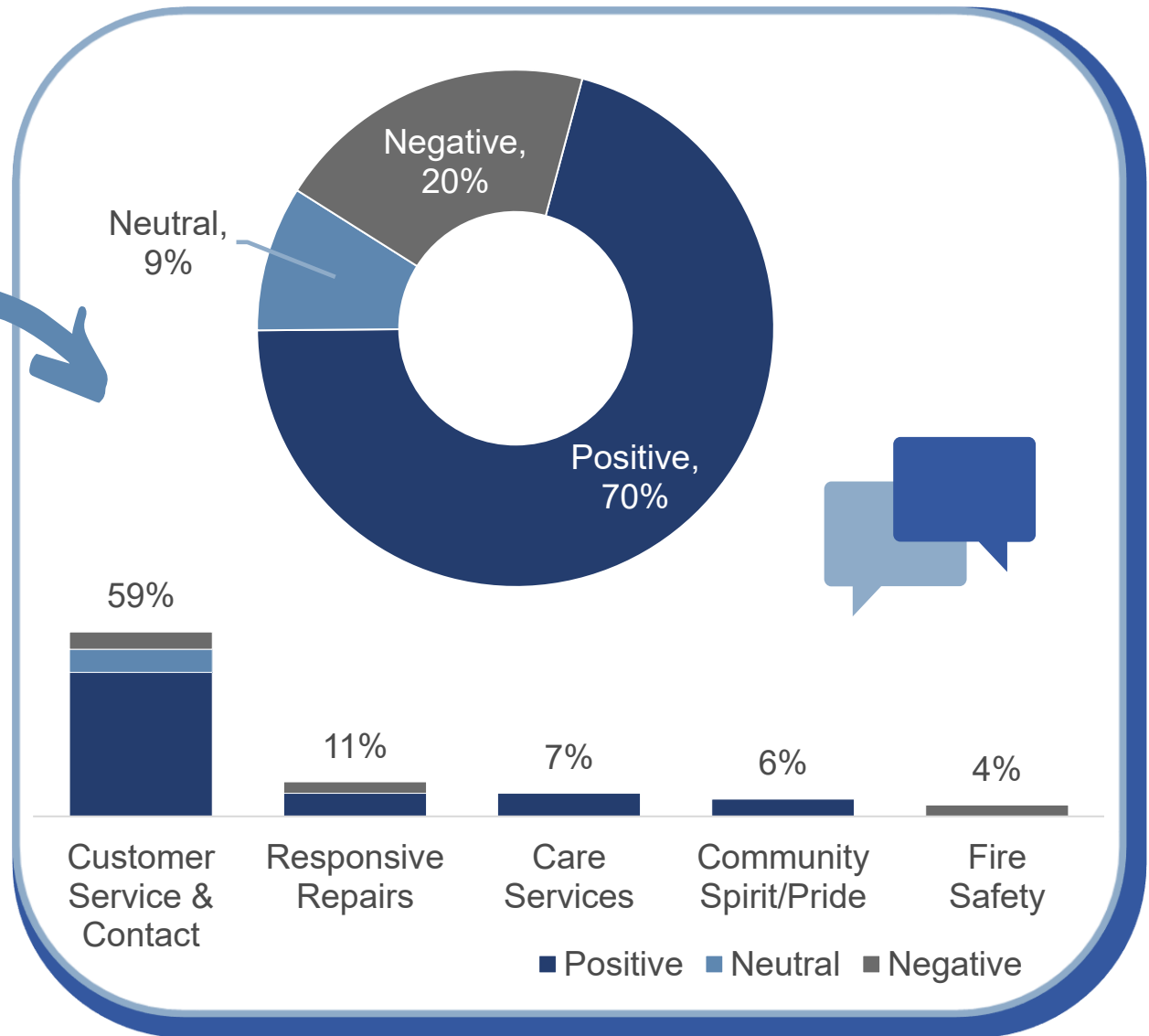


# Tenants' Comments

Tenants were asked to describe their specific experiences that have shaped their view of Eldon Housing Association's service, and 54 comments were received.

Seven out of ten of these comments have positive feeling (**70%**), **9%** neutral, and **20%** negative.

The most commonly mentioned category by tenants is customer service and contact (**59%**), followed by responsive repairs (**11%**), care services (**7%**), community spirit/belonging (**6%**), fire safety (**4%**) and communal maintenance (**2%**).



# 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.



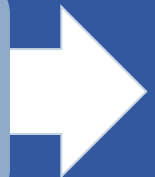
Publish findings to  
tenants



Use findings to plan  
and improve services,  
such as repairs,  
customer service and  
catering



Involve tenants in  
shaping service  
improvements



# eldon housing

PASSIONATE | PROFESSIONAL | CARING

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## Eldon Housing Association



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