

Your Views



Tenant Satisfaction Survey 2025/26

About the Survey

Between August and October 2025, many of you took part in an important survey. All tenants were invited to take part in the survey at various stages, by completing either a postal, telephone or online questionnaire.

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 English Rural Housing Association (English Rural) maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.

This report contains key results regarding **rented tenants'** opinions about their homes and the services provided. In addition, it summarises the results from a similar survey undertaken with shared owners.



446

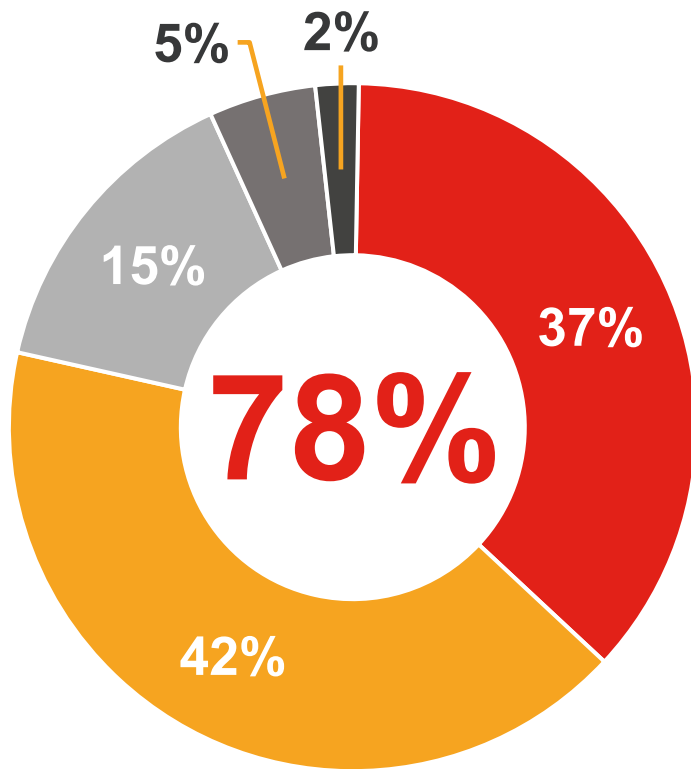
tenants took part
(248 online, 151
by post and 47
by telephone)
out of a total of
1,147

A big thank you to everyone who took part!

Overall Service



Around eight out of ten tenants are satisfied with the overall service provided by English Rural (78%).



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



The Home and Communal Areas



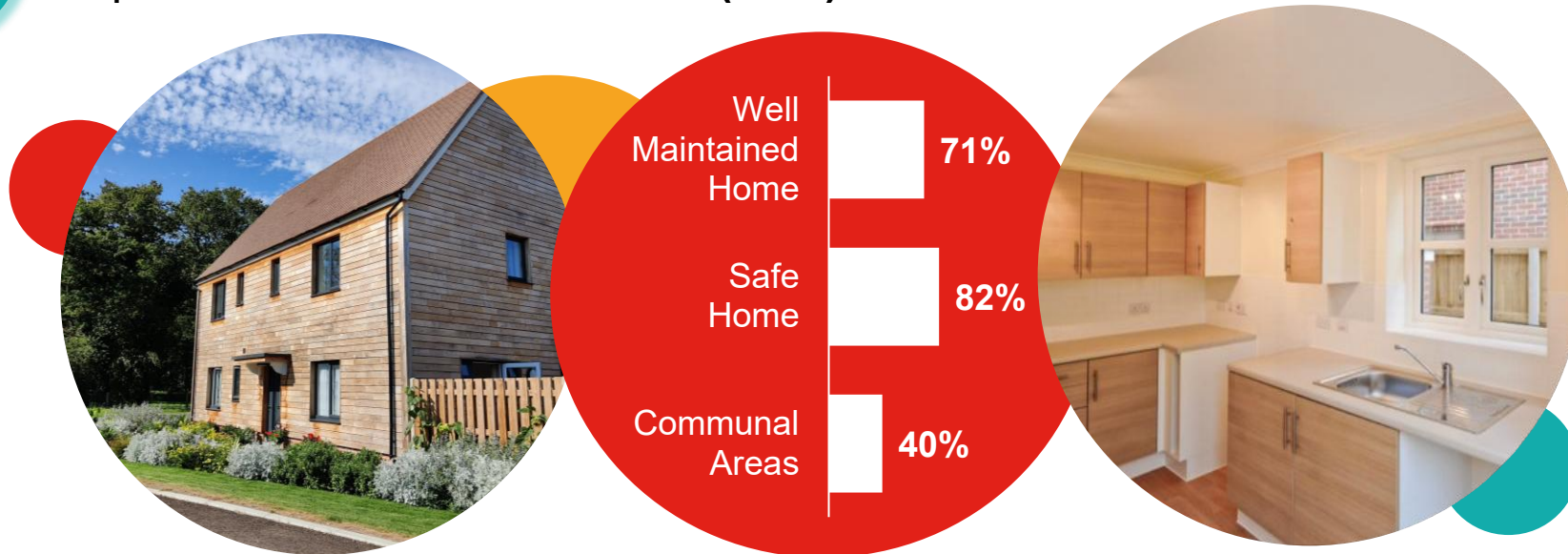
Seven out of ten tenants are satisfied that they are provided with a home that is well maintained (**71%**).



Slightly more tenants are satisfied that English Rural provides them with a home that is safe (**82%**).



Four out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained (**40%**).



Repairs Service



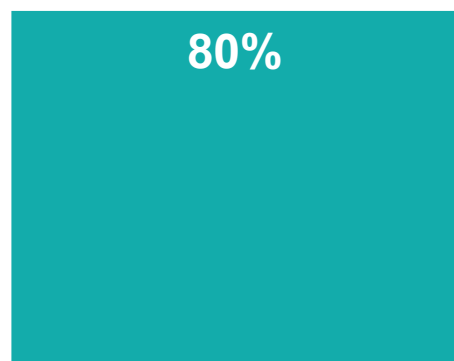
Three-quarters of tenants said they had a repair carried out to their home in the last 12 months (**76%**).



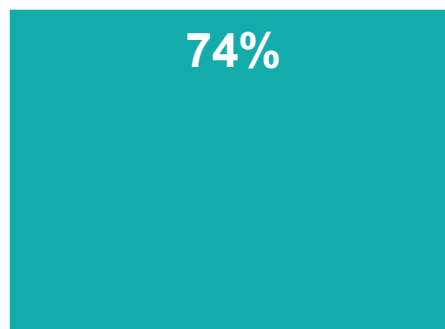
Eight out of ten of these tenants are satisfied with the overall repairs service over the last 12 months (**80%**).



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it (**74%**).



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



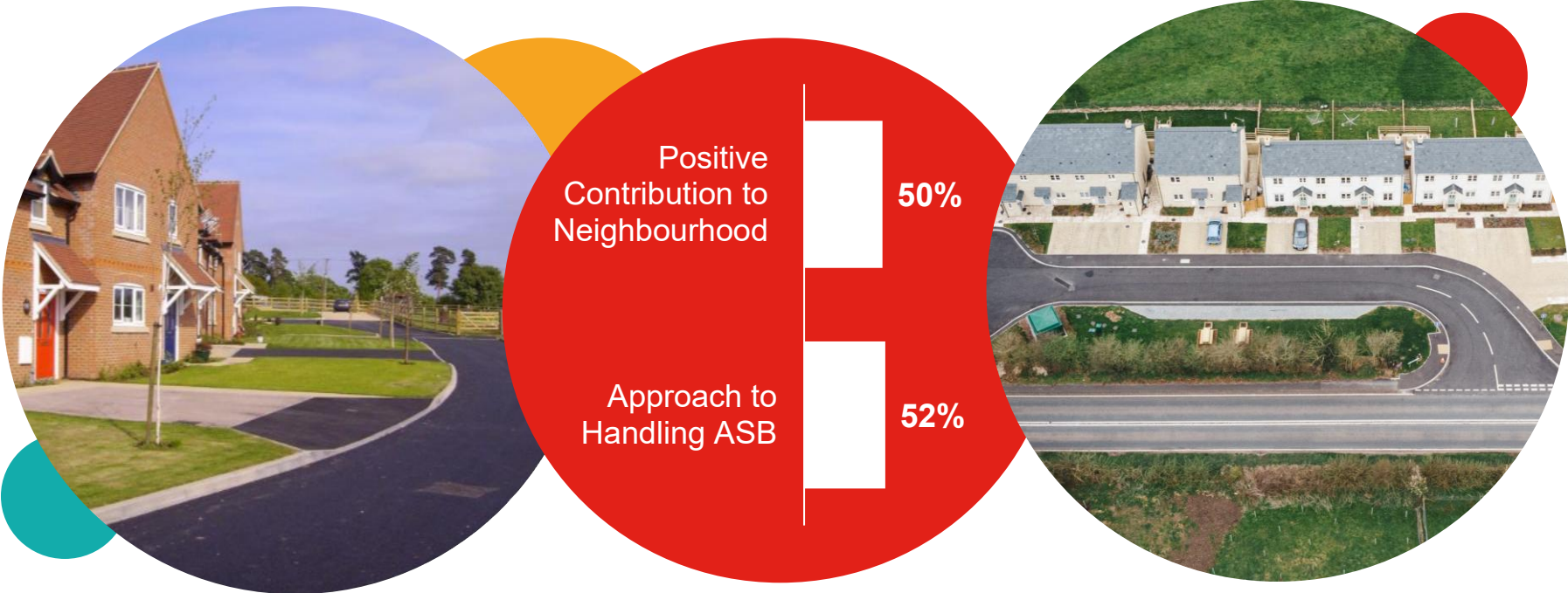
The Neighbourhood



Half of tenants are satisfied that English Rural makes a positive contribution to their neighbourhood (**50%**).



Tenants are similarly satisfied with English Rural's approach to handling anti-social behaviour (**52%**).



Communications and Tenant Engagement



Around six out of ten tenants are satisfied that English Rural listens to their views and acts upon them (**58%**).



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



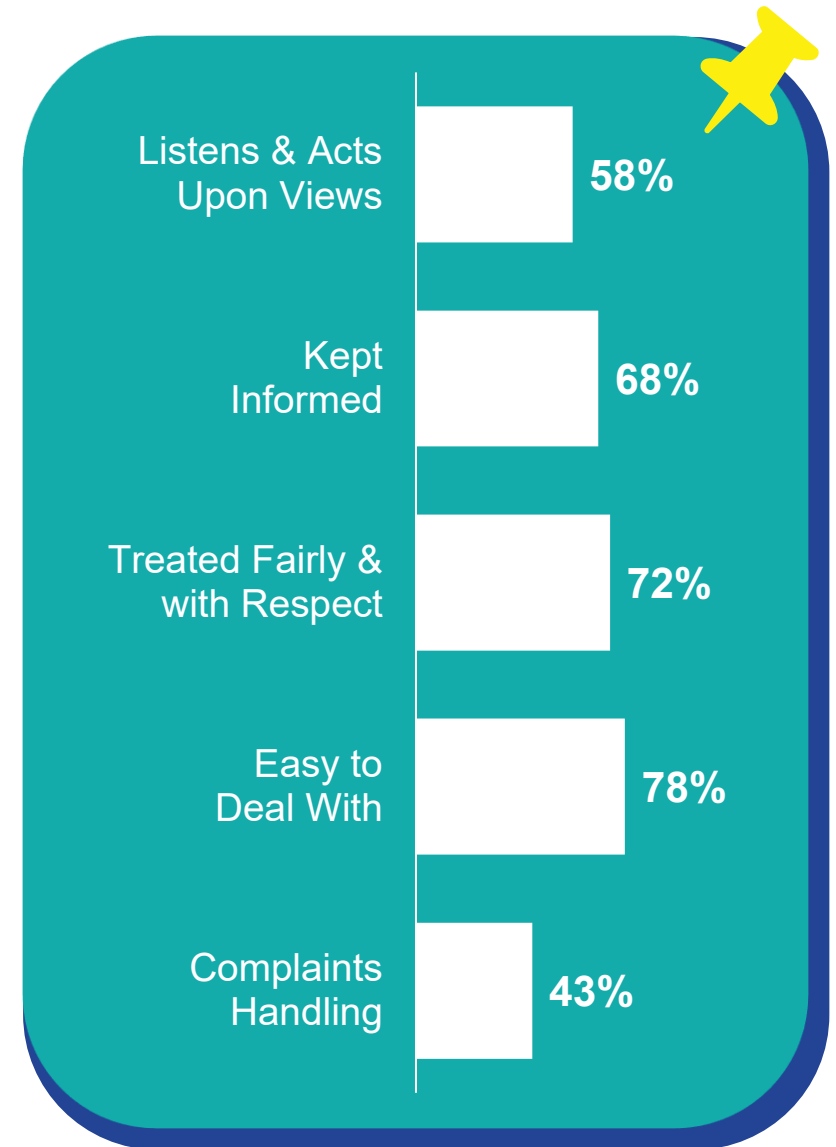
Slightly more tenants agree that they are treated fairly and with respect by English Rural (**72%**).



Almost eight out of ten tenants are satisfied that English Rural is easy to deal with (**78%**).



Over four out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling (**43%**).



Recommending English Rural



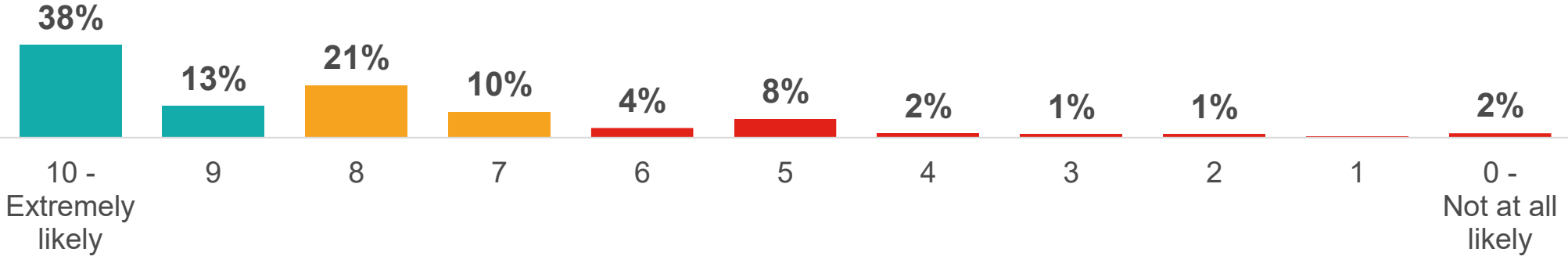
Tenants were also asked how likely they would be to recommend English Rural to other people. This is a 0-10 point rating. Those who would recommend English Rural score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Half of tenants are happy to recommend English Rural to other people (**50%**). However, **32%** of tenants are unsure, and **18%** would not recommend them, feeling rather more negative about English Rural.



The 'Net Promoter Score' for English Rural (the percentage of those who would recommend English Rural minus the percentage of those who would not) is **+32**.

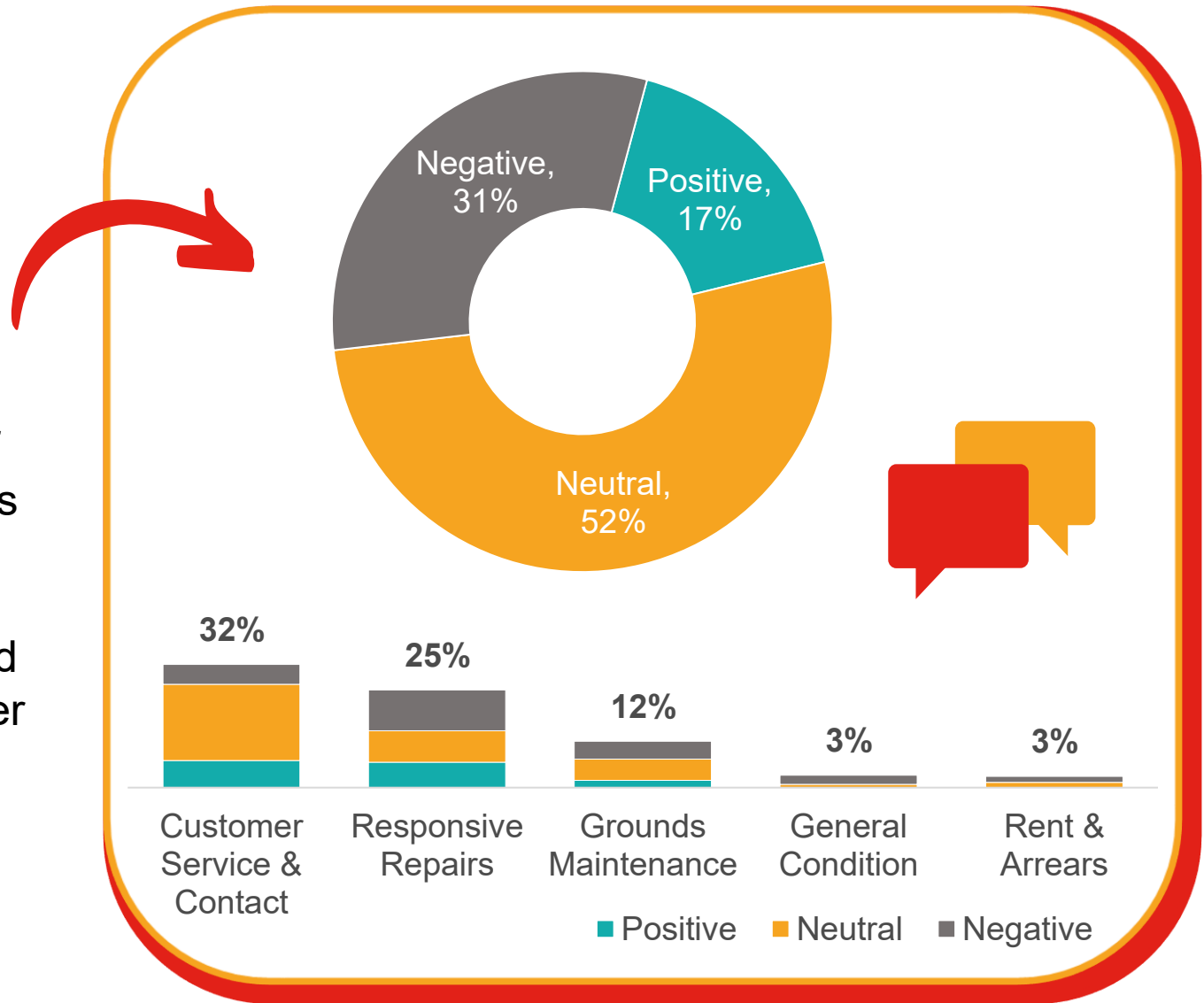


Residents' Comments

Tenants were asked what one thing English Rural could improve, and 206 comments were received.

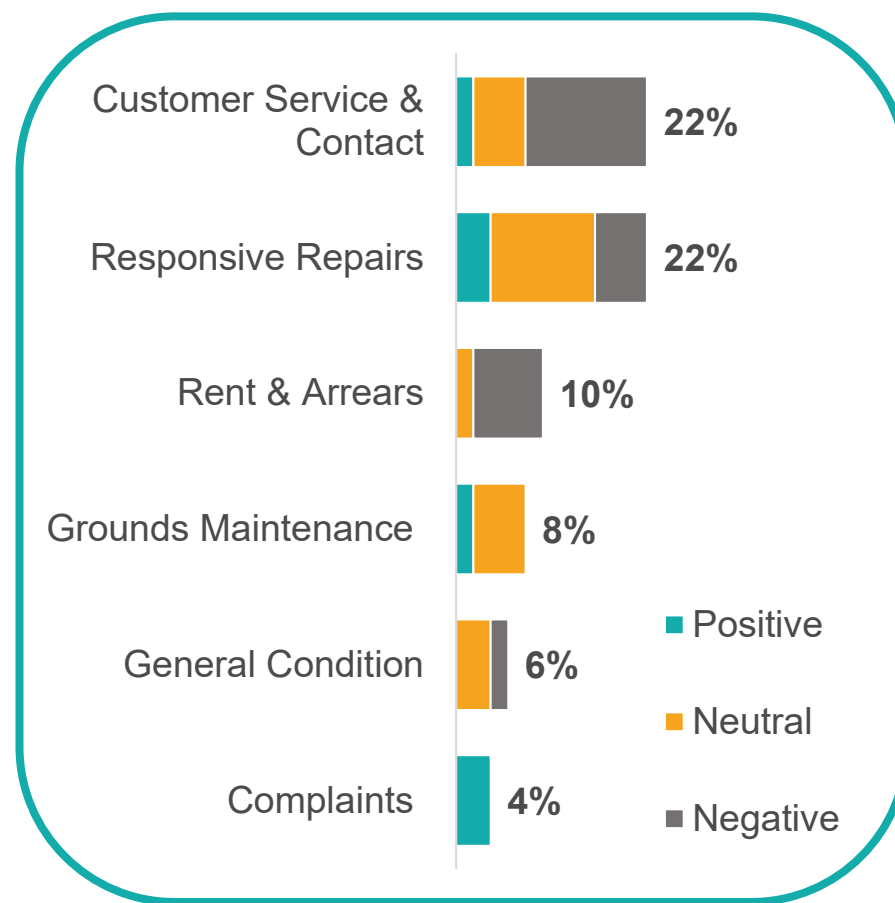
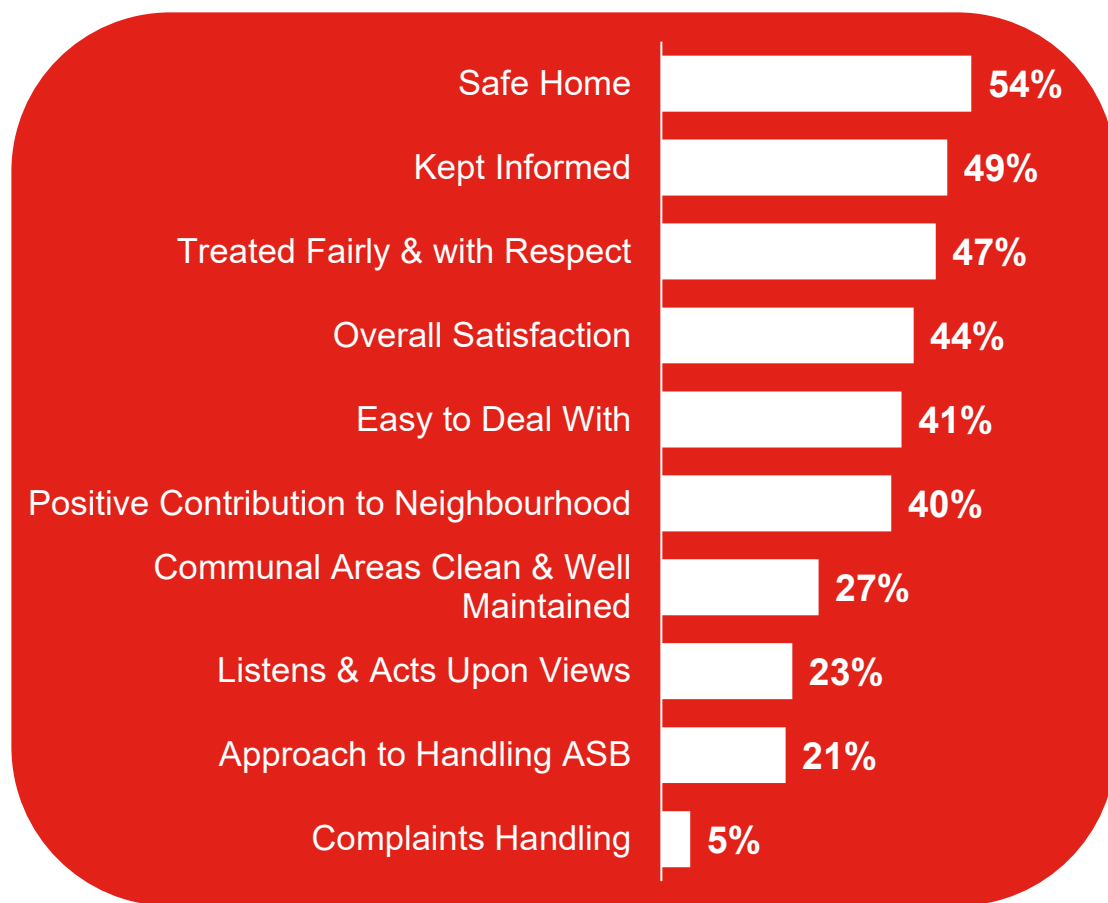
Around two out of ten tenants gave positive comments, praising the current services provided (**17%**). Around half of tenants gave neutral comments (**52%**), and **31%** are negative.

The most commonly mentioned category by tenants is customer service and contact (**32%**), followed by responsive repairs (**25%**), grounds maintenance (**12%**), general condition (**3%**), and rent and arrears (**3%**).



Shared Owners

Shared owners were also invited to take part in a survey, and 86 responses were received from a total of 395. The satisfaction ratings for shared owners are displayed on the left-hand side chart. This shows that shared owners are most satisfied that their home is safe and they are treated fairly and with respect, and least satisfied with the handling of ASB and complaints.



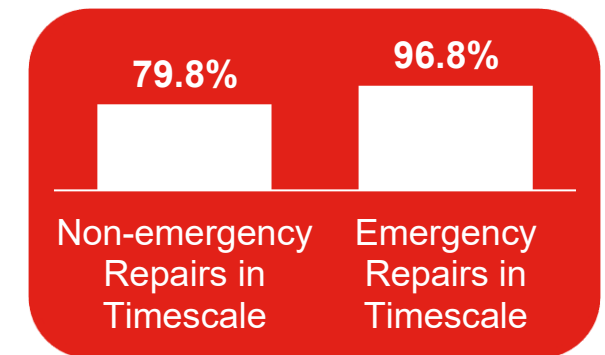
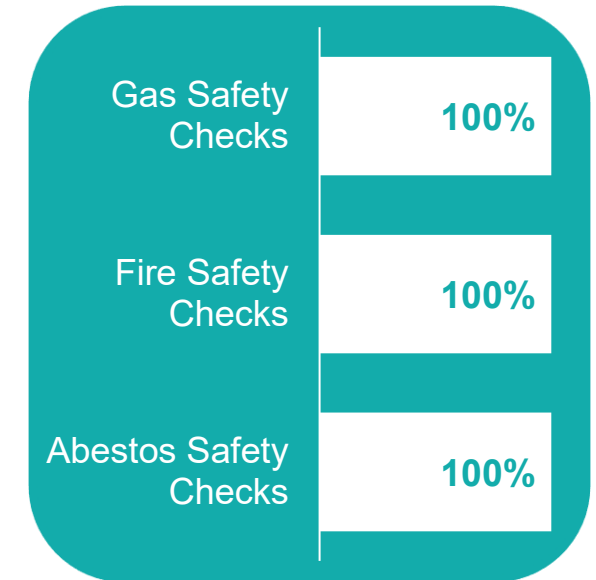
Summary of Tenant Satisfaction Measures (TSMs)

		Tenants	Shared Owners
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	78%	44%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	80%	N/A
TP03	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.	74%	
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	71%	
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	82%	54%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	58%	23%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	68%	49%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	72%	47%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	43%	5%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	40%	27%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	50%	40%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	52%	21%

TSM Management Information: Safety and Repairs

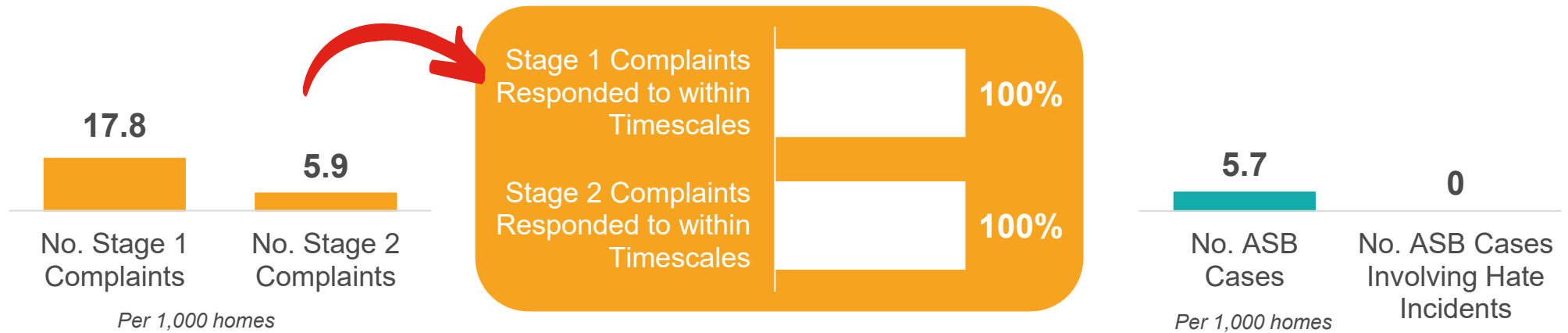
The following two pages include a summary of the TSMs generated from English Rural's management information. It is important to note that these measures were not questions asked in the survey but are taken from data available to English Rural.

BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	N/A
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	N/A
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale (30 calendar days).	79.8%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale (24 hours).	96.8%



TSM Management Information: Complaints and ASB

CH01 (1)	Number of stage one complaints received per 1,000 homes.	17.8
CH01 (2)	Number of stage two complaints received per 1,000 homes.	5.9
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%
NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes.	5.7
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0



Your Views



English Rural 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.

Carrying out this survey is just part of the work English Rural does to involve you in developing services. As well as publishing the results of the survey, English Rural 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,
such as repairs,
customer service and
grounds maintenance



Involve tenants in
shaping service
improvements

