

Your Views



Resident Satisfaction Survey 2025/26

About the Survey

Between October and November 2025, many of you took part in an important survey. All residents were invited to participate in the survey by completing a telephone, online, or postal 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 Old Etonian Housing Association (OEHA) 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 residents are most concerned about, informing OEHA's future strategic and operational planning.

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



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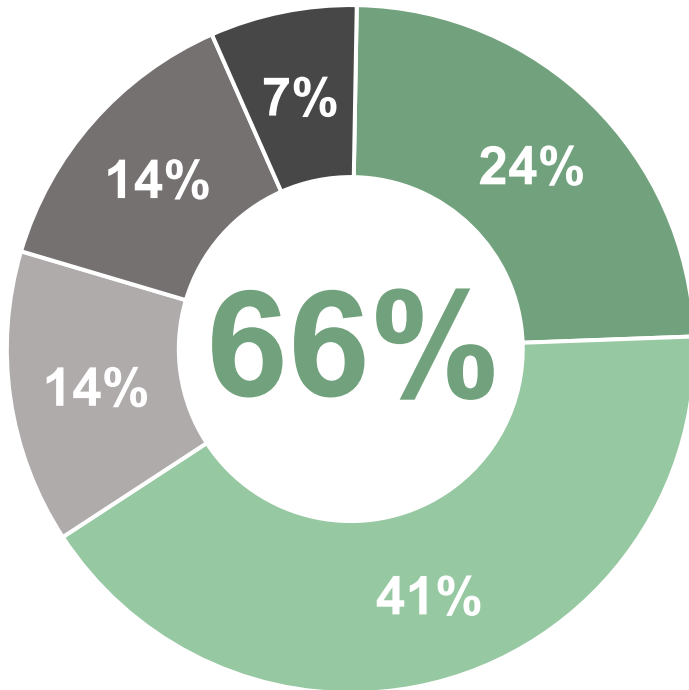
residents took part out of a total of 55 (10 by post, 10 online & 9 by telephone)

A big thank you to everyone who took part!

Overall Service



Two out of three residents are satisfied with the overall service provided by OEHA (**66%**).



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



The Home and Communal Areas



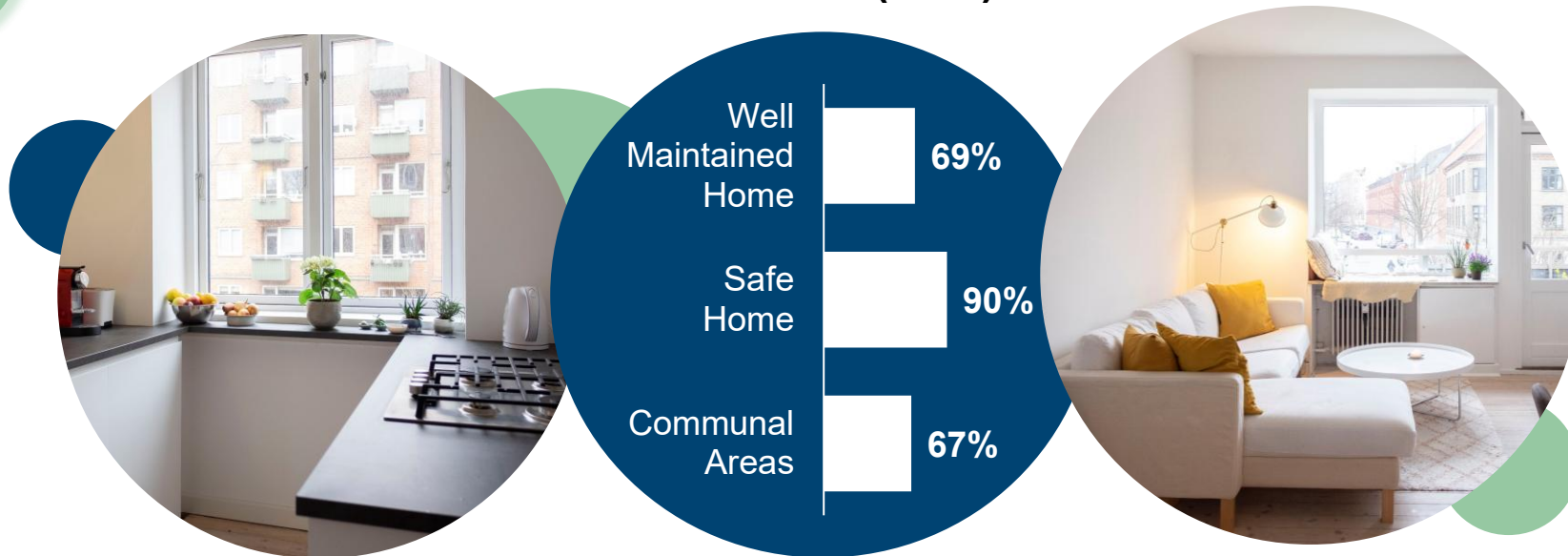
Seven out of ten residents are satisfied that they are provided with a home that is well maintained (**69%**).



Nine out of ten residents are satisfied that OEHA provides them with a home that is safe (**90%**).



Two out of three residents with communal areas are satisfied that OEHA keeps these areas clean and well maintained (**67%**).



Repairs Service



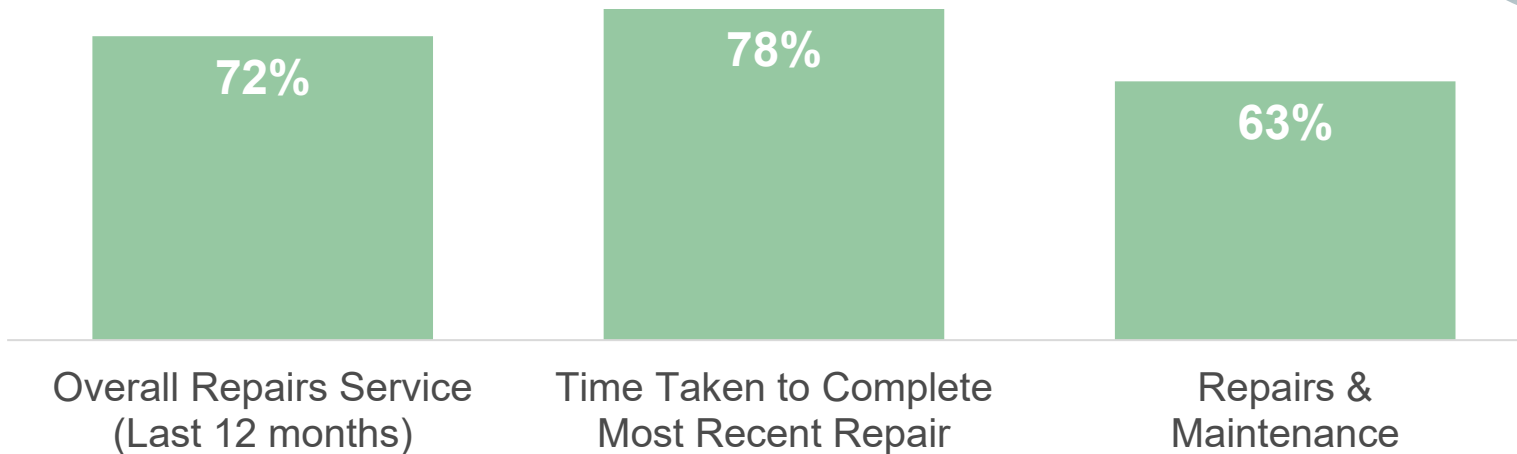
Around seven out of ten residents who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(72%)**.



Slightly more residents are satisfied with the time taken to complete their most recent repair after they reported it **(78%)**.



Around six out of ten residents are satisfied with the way OEHA deals with repairs and maintenance generally **(63%)**.



62%
of residents had a repair carried out in the last 12 months

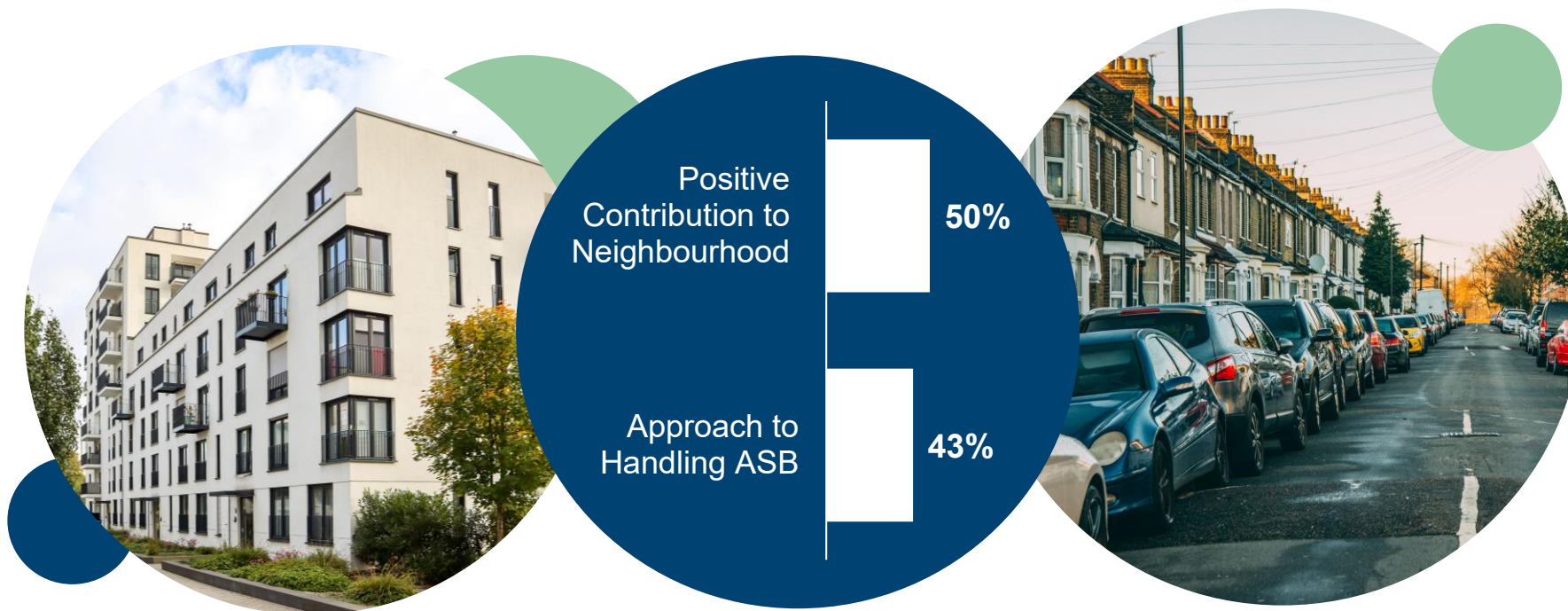
The Neighbourhood



Half of residents are satisfied that OEHA makes a positive contribution to their neighbourhood (**50%**).



Slightly fewer residents are satisfied with OEHA's approach to handling anti-social behaviour (**43%**).



Communications and Resident Engagement



Almost half of residents are satisfied that OEHA listens to their views and acts upon them (**46%**).



Residents are similarly satisfied that they are kept informed about things that matter to them (**46%**).



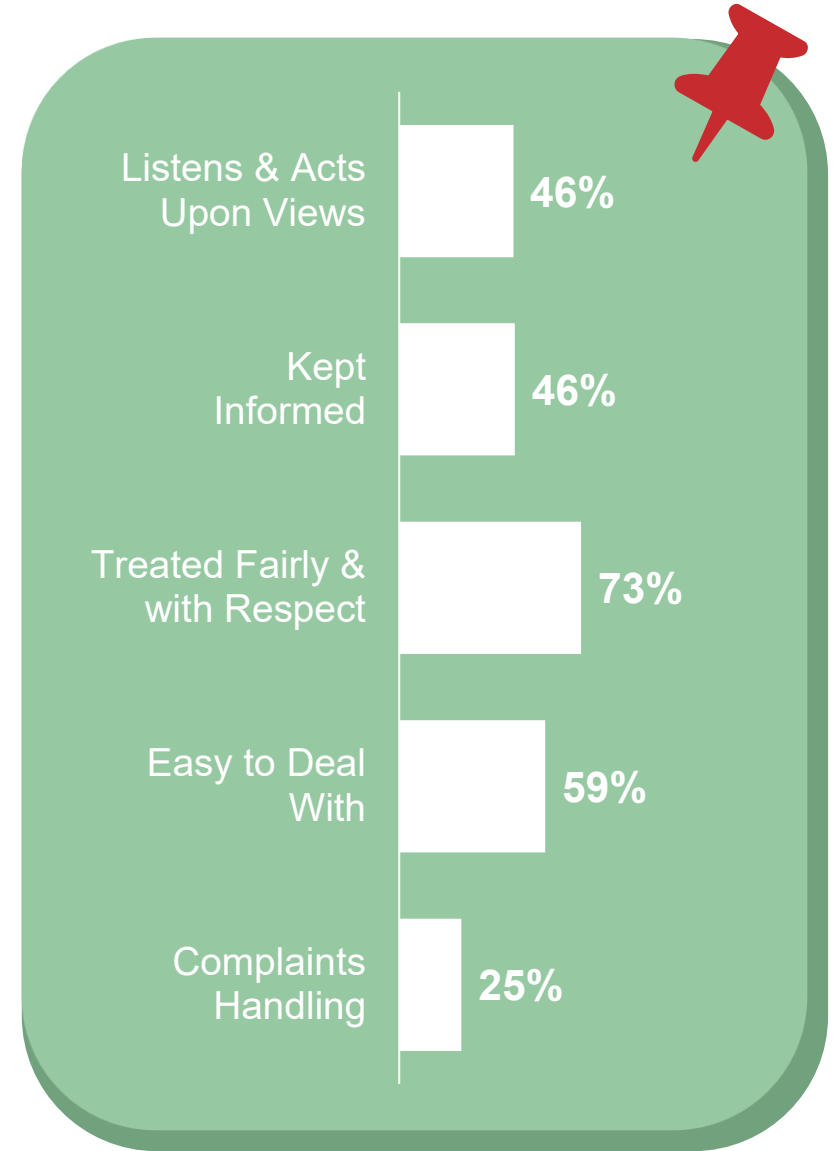
Around seven out of ten residents agree that OEHA treats them fairly and with respect (**73%**).



Six out of ten residents are satisfied that OEHA is easy to deal with (**59%**).



One-quarter of residents who said they made a complaint in the last 12 months are satisfied with complaints handling (**25%**).



Recommending OEHA



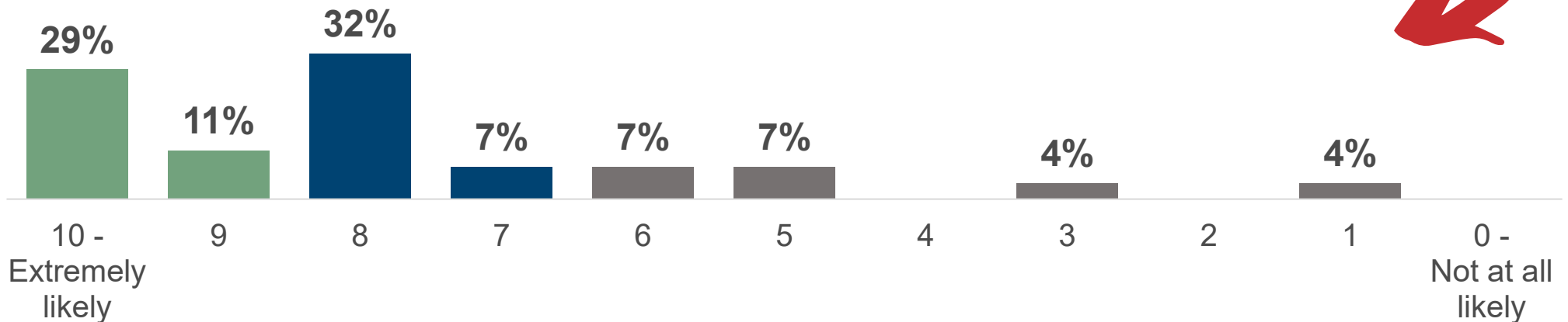
Residents were also asked how likely they would be to recommend OEHA to other people. This is a 0–10-point rating. Those who would recommend the association score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Four out of ten residents are happy to recommend OEHA to other people (**39%**). However, **39%** of residents are unsure, and **21%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for OEHA (the percentage of residents who would recommend the association minus the percentage of those who would not) is **+18**.

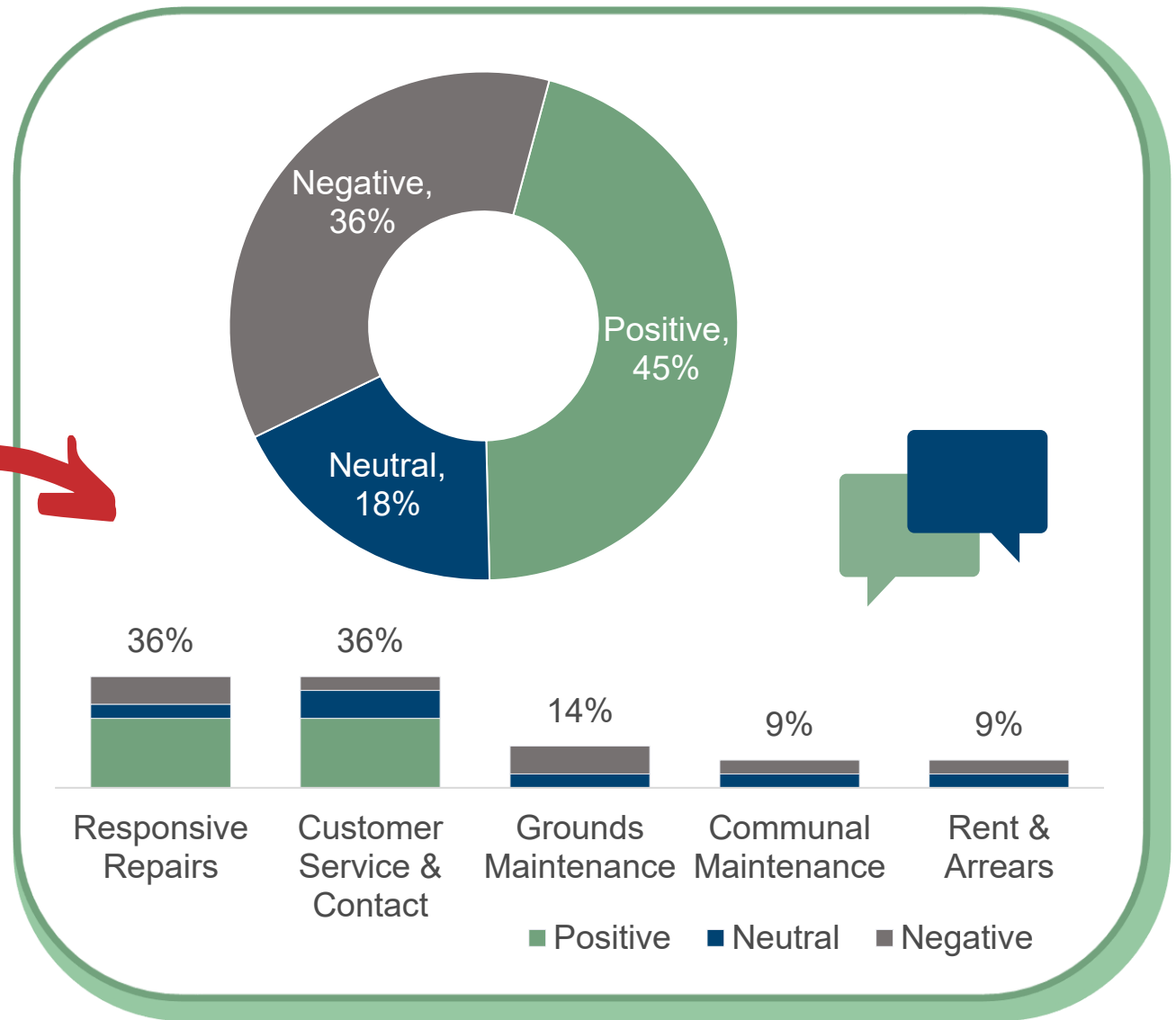


Residents' Comments

Tenants were asked to describe their specific experiences that have shaped their view of the overall service provided by OEHA, and 22 comments were received.

Almost half of these comments have positive feeling (**45%**), **18%** neutral, and **36%** negative.

The most commonly mentioned categories by tenants are responsive repairs (**36%**) and customer service and contact (**36%**), followed by grounds maintenance (**14%**), communal maintenance (**9%**), and rent/arrears (**9%**).



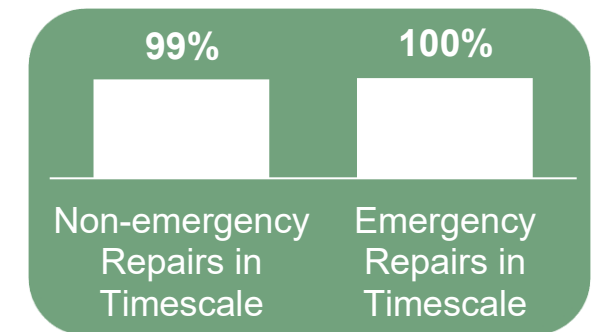
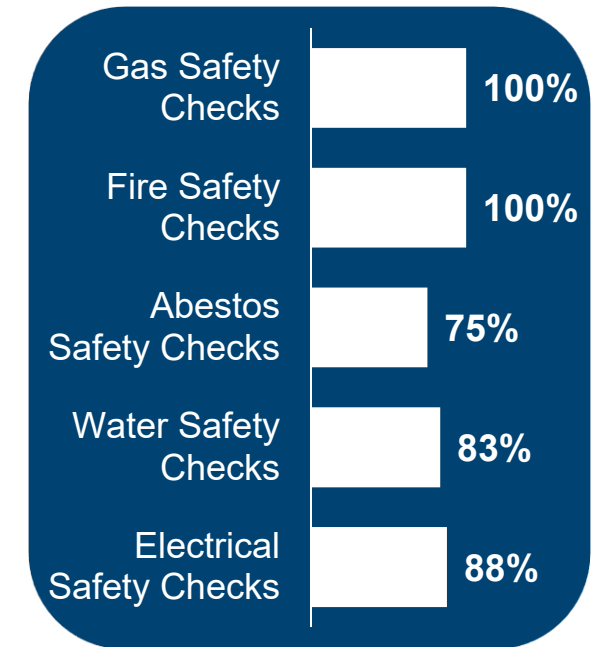
Summary of Tenant Satisfaction Measures (TSMs)

| | | |
|-------------|---|--------------|
| TP01 | Proportion of respondents who report that they are satisfied with the overall service from their landlord. | 65.5% |
| 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. | 72.2% |
| 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. | 77.8% |
| TP04 | Proportion of respondents who report that they are satisfied that their home is well maintained. | 69.0% |
| TP05 | Proportion of respondents who report that they are satisfied that their home is safe. | 89.7% |
| TP06 | Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them. | 45.8% |
| TP07 | Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them. | 46.4% |
| TP08 | Proportion of respondents who report that they agree their landlord treats them fairly and with respect. | 73.1% |
| 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. | 25.0% |
| TP10 | Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained. | 66.7% |
| TP11 | Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood. | 50.0% |
| TP12 | Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour. | 43.5% |

TSM Management Information: Safety and Repairs

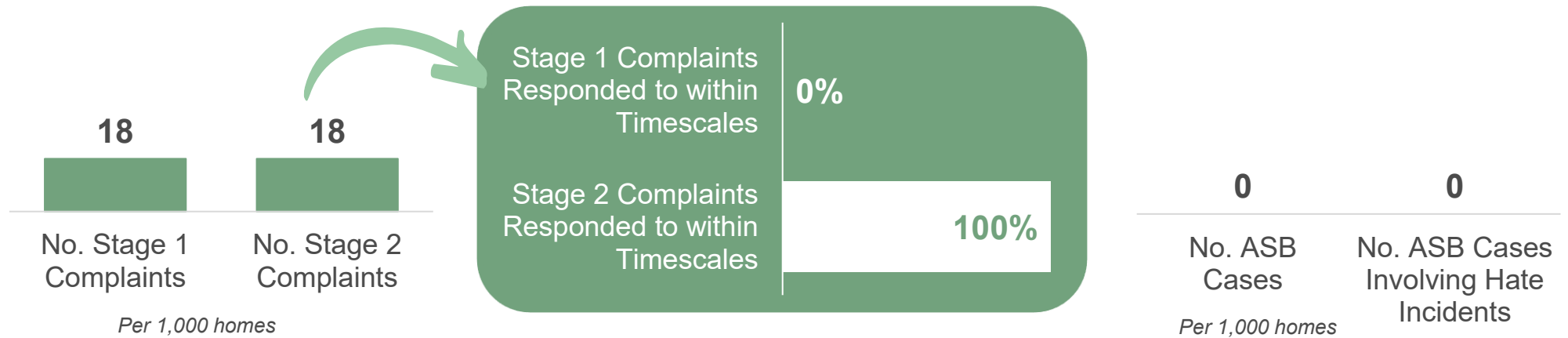
The following two pages include a summary of the TSMs generated from OEHA's management information. It is important to note that these measures were not questions asked in the survey but are taken from data available to OEHA.

| | | |
|-----------------|---|-------------|
| 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. | 75% |
| BS04 | Proportion of homes for which all required legionella risk assessments have been carried out. | 83% |
| BS05 | Proportion of homes for which all required communal passenger lift safety checks have been carried out. | N/A |
| BS06 | Proportion of homes for which all required electrical safety checks have been carried out. | 88% |
| 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. | 99% |
| RP02 (2) | Proportion of emergency responsive repairs completed within the landlord's target timescale. | 100% |



TSM Management Information: Complaints and ASB

| | | |
|-----------------|--|-------------|
| CH01 (1) | Number of stage one complaints received per 1,000 homes. | 18 |
| CH01 (2) | Number of stage two complaints received per 1,000 homes. | 18 |
| CH02 (1) | Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 0% |
| 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. | 0 |
| NM01 (2) | Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes. | 0 |



Your Views



OEHA 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 OEHA does to involve you in developing services. As well as publishing the results of the survey, OEHA plans to put the findings to good use by working with residents to further improve the services provided.

