

Tenant Satisfaction Survey 2025/26

About the Survey

Between October 2025 and January 2026, many of you took part in an important survey. All tenants were invited to take part in the survey by completing 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 Papworth Trust maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.



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

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

196

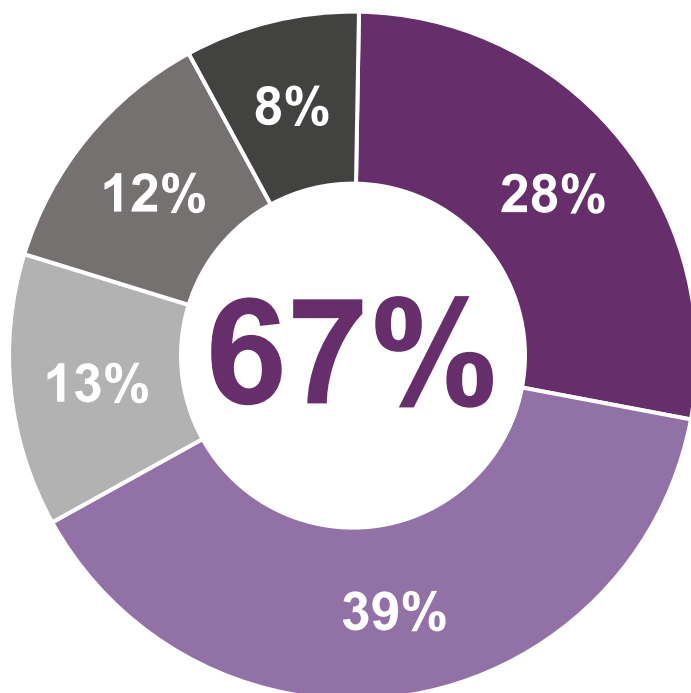
tenants took part
out of a total of 614
(85 online, 103 by
telephone and 8
by post)

A big thank you to everyone who took part!

Overall Service



Two-thirds of tenants are satisfied with the overall service provided by Papworth Trust (67%).



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



The Home and Communal Areas



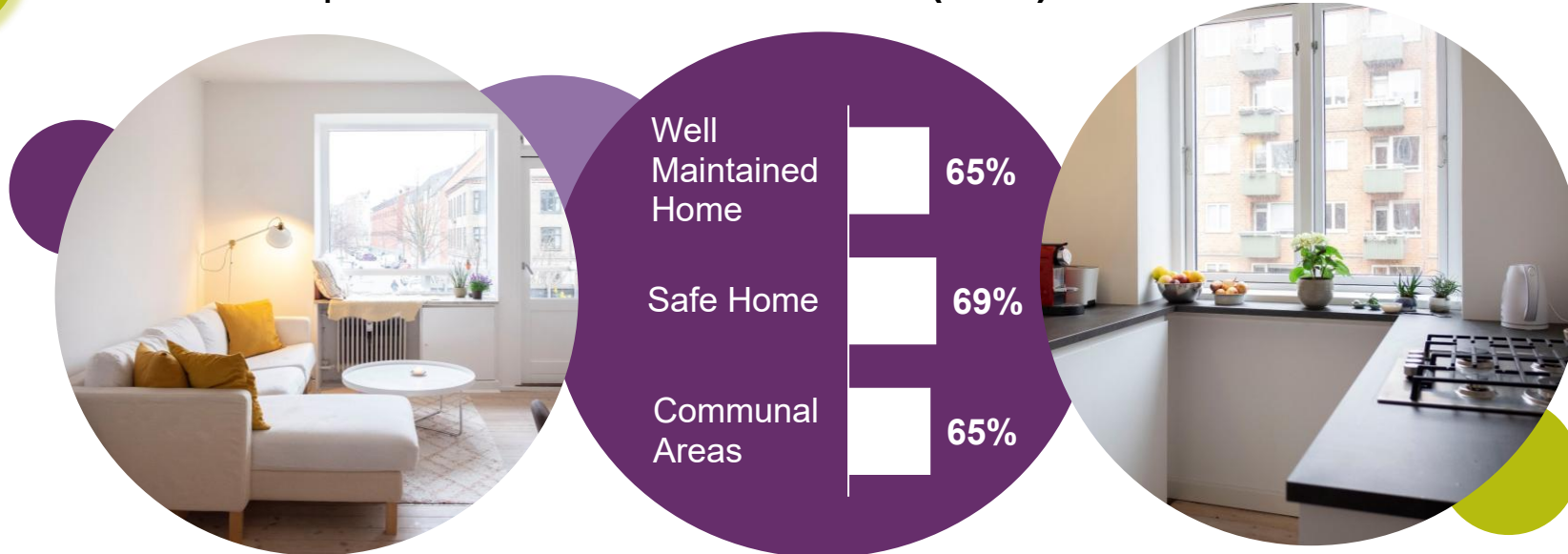
Over six out of ten tenants are satisfied that they are provided with a home that is well maintained (**65%**).



Slightly more tenants are satisfied that Papworth Trust provides them with a home that is safe (**69%**).



Around two out of three tenants with communal areas are satisfied that these areas are kept clean and well maintained (**65%**).



Repairs Service



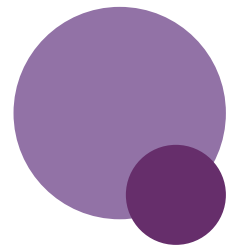
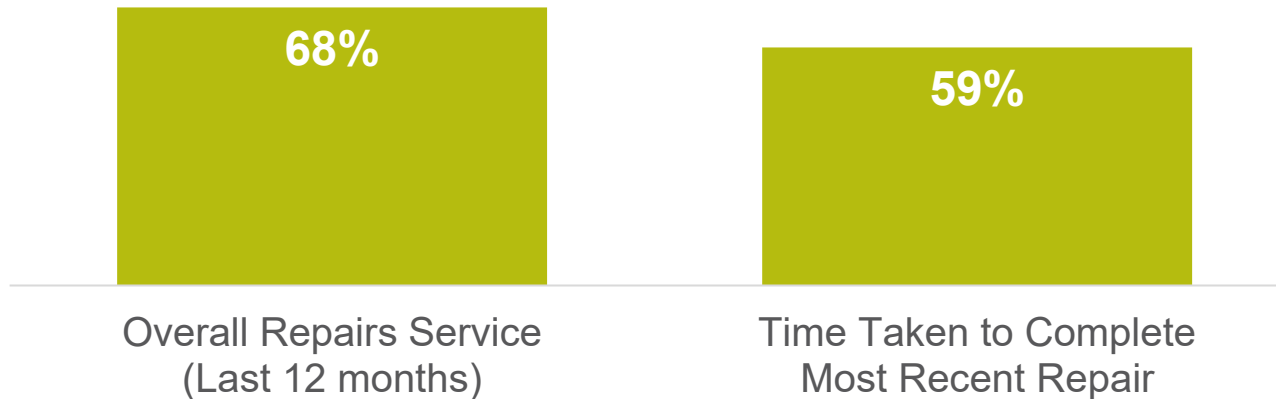
Almost three out of four tenants said they had a repair carried out to their home in the last 12 months **(73%)**.



Around seven out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(68%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(59%)**.



The Neighbourhood



Around half of tenants are satisfied that Papworth Trust makes a positive contribution to their neighbourhood **(47%)**.



Slightly more tenants are satisfied with Papworth Trust's approach to handling anti-social behaviour **(52%)**.



Communications and Tenant Engagement



Half of tenants are satisfied that Papworth Trust listens to their views and acts upon them **(51%)**.



Around six out of ten tenants are satisfied that they are kept informed about things that matter to them **(58%)**.



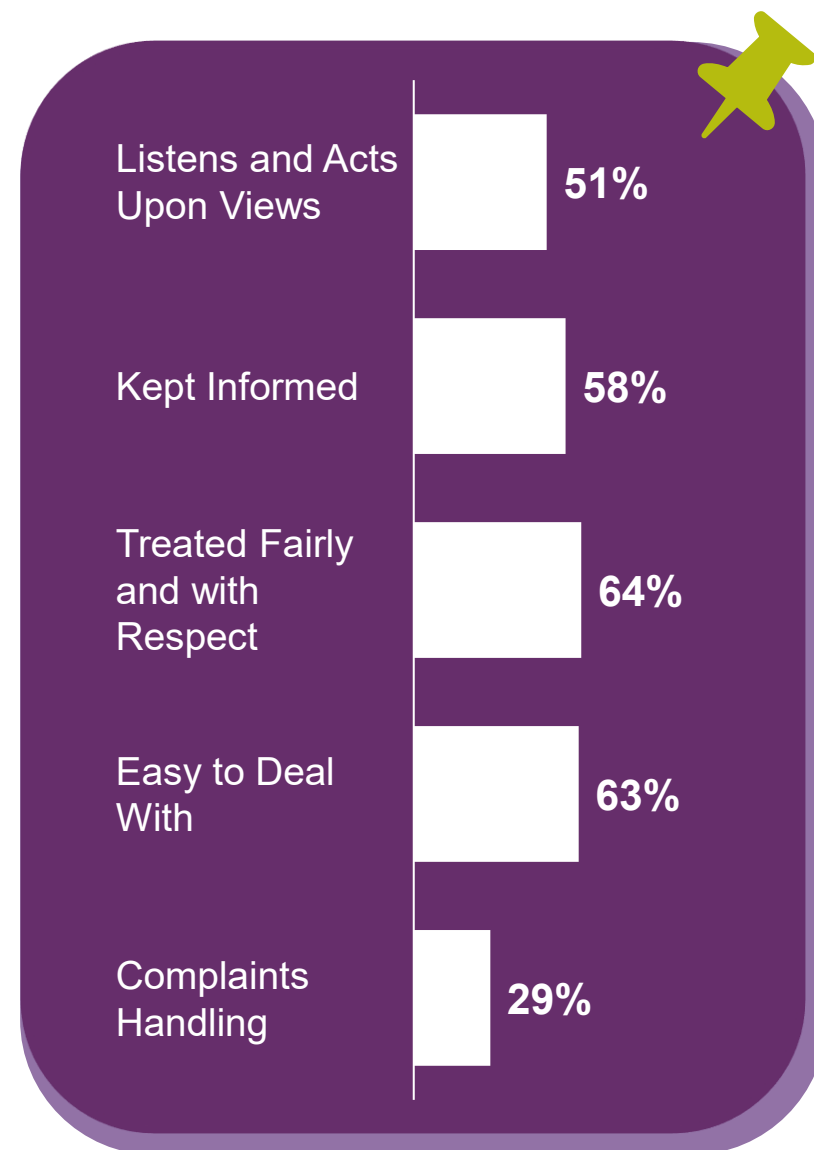
Over three-fifths of tenants agree that they are treated fairly and with respect by Papworth Trust **(64%)**.



Tenants are similarly satisfied that Papworth Trust is easy to deal with **(63%)**.



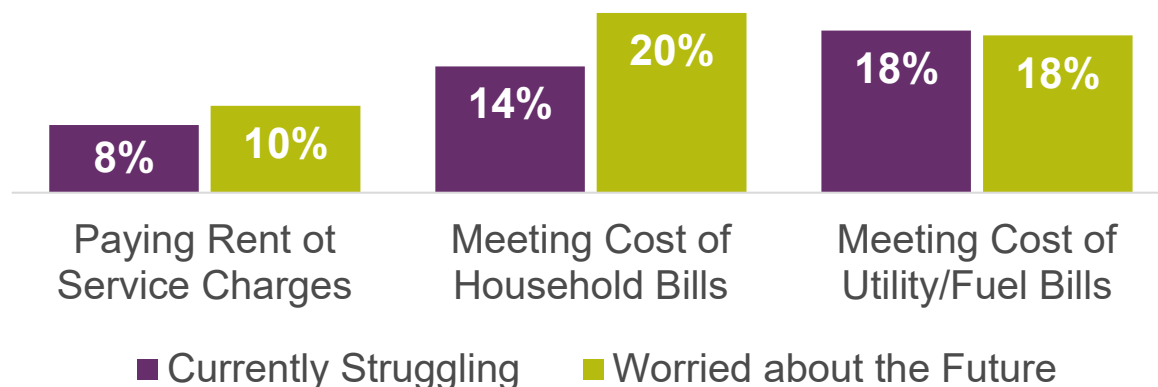
Three out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling **(29%)**.



Wellbeing



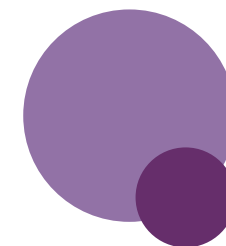
Some tenants are currently struggling to pay their rent or service charges (**8%**), with more struggling to meet the costs of household bills (**14%**) and utility/fuel bills (**18%**). Other tenants are worried about these different payments in the future (between **10%** and **20%**).



Around half of tenants are satisfied with the energy efficiency of their home (**53%**).



One out of four tenants said they currently have damp or mould in their home (**23%**). Of these tenants, **78%** have reported the problem to Papworth Trust.

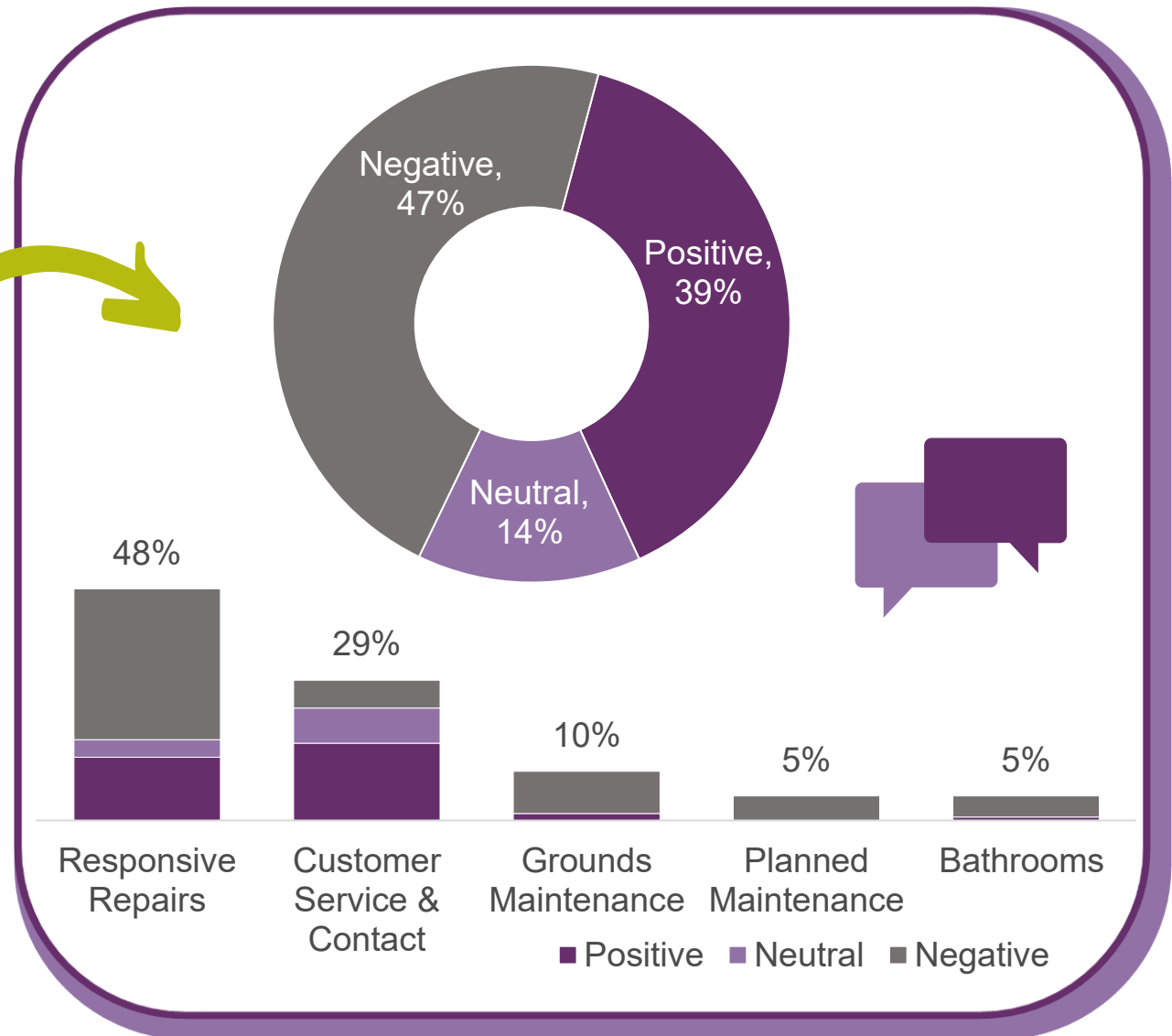


Tenants' Comments

Tenants were asked to describe their specific experiences that have shaped their view of Papworth Trust's service, and 138 comments were received.

Four out of ten of these comments have positive feeling **(39%)**, **14%** neutral, and **47%** negative.

The most commonly mentioned category by tenants is responsive repairs **(48%)**, followed by customer service and contact **(29%)**, grounds maintenance **(10%)**, planned maintenance **(5%)** and bathrooms **(5%)**.



Your Views

Papworth Trust

Papworth Trust 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 that Papworth Trust does to involve you in developing services. As well as publishing the results of the survey, Papworth Trust 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.



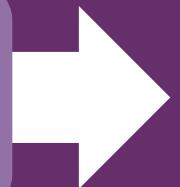
Publish findings to
tenants



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



Involve tenants in
shaping service
improvements





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