

## Tenant Satisfaction Survey 2024/25

### About the Survey

Between October 2024 and January 2025, 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. Tenants who took part were entered into a prize draw, with three winning a £50 gift voucher.



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.

253

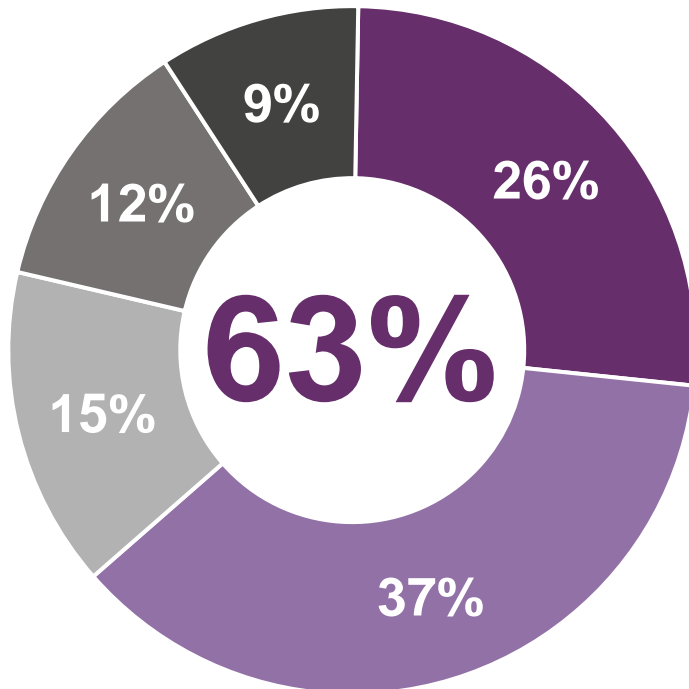
tenants took part  
out of a total of 614  
(54 online, 164 by  
telephone and 35  
by post)

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

# Overall Service



Over six out of ten tenants are satisfied with the overall service provided by Papworth Trust (63%).



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



# The Home and Communal Areas



Six out of ten tenants are satisfied they are provided with a home that is well maintained **(60%)**.



More tenants are satisfied that Papworth Trust provides them with a home that is safe **(75%)**.



Two out of three tenants with communal areas are satisfied that these areas are kept clean and well maintained **(66%)**.



# Repairs Service



Three out of four tenants said they had a repair carried out to their home in the last 12 months **(75%)**.



Seven out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(69%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(63%)**.

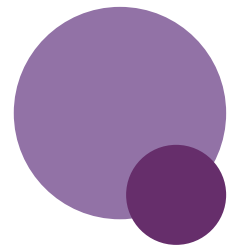


69%

63%

Overall Repairs Service  
(Last 12 months)

Time Taken to Complete  
Most Recent Repair





# The Neighbourhood



Around half of tenants are satisfied that Papworth Trust makes a positive contribution to their neighbourhood **(52%)**.



Tenants are similarly satisfied with Papworth Trust's approach to handling anti-social behaviour **(51%)**.



# Communications and Tenant Engagement



Around half of tenants are satisfied that Papworth Trust listens to their views and acts upon them **(52%)**.



Two out of three tenants are satisfied that they are kept informed about things that matter to them **(66%)**.



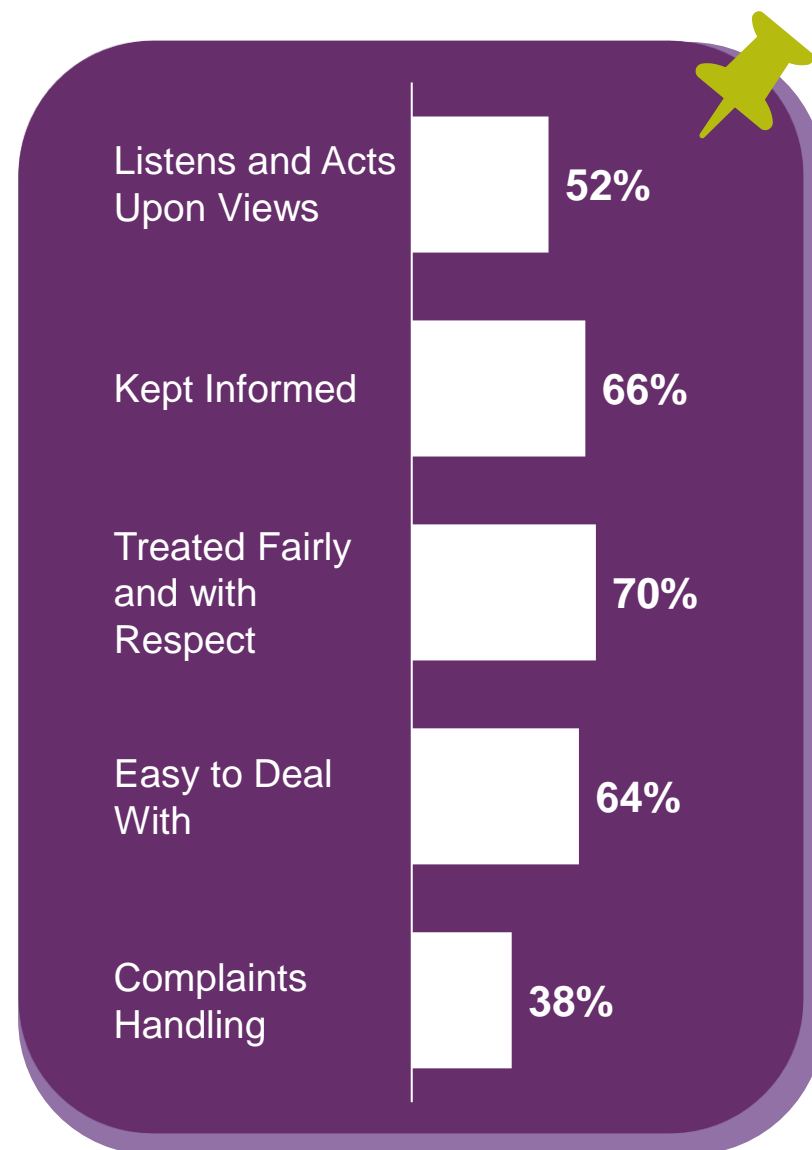
Seven out of ten tenants agree that they are treated fairly and with respect by Papworth Trust **(70%)**.



Over six out of ten tenants are satisfied that Papworth Trust is easy to deal with **(64%)**.



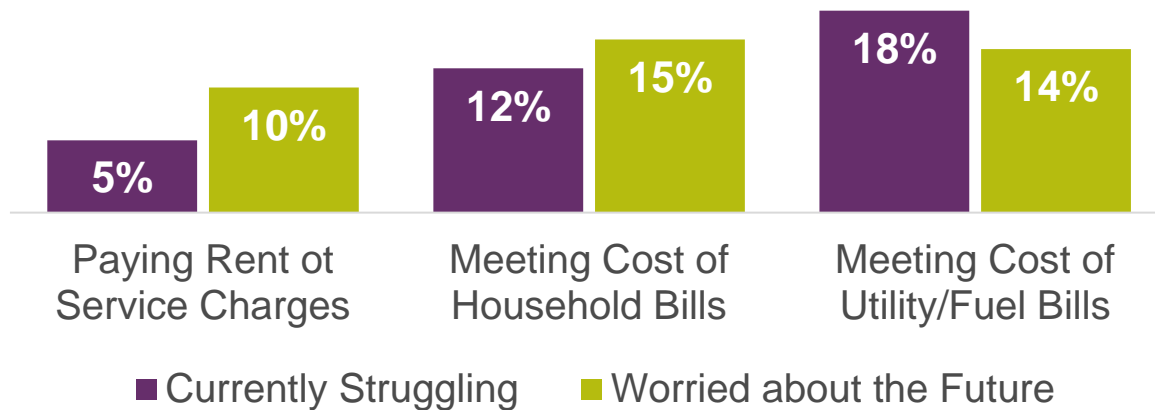
Around four out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling **(38%)**.



# Wellbeing



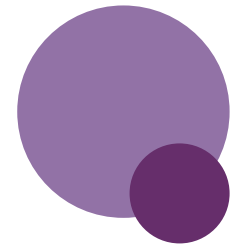
Some tenants are currently struggling to pay their rent or service charges (**5%**), with more struggling to meet the costs of household bills (**12%**) and utility/fuel bills (**18%**). Other tenants are worried about these different payments in the future (between **10%** and **15%**).



Over six out of ten tenants are satisfied with the energy efficiency of their home (**64%**).



One out of four tenants said they currently have damp or mould in their home (**26%**). Of these tenants, **82%** have reported the problem to Papworth Trust.



# Tenants' Comments

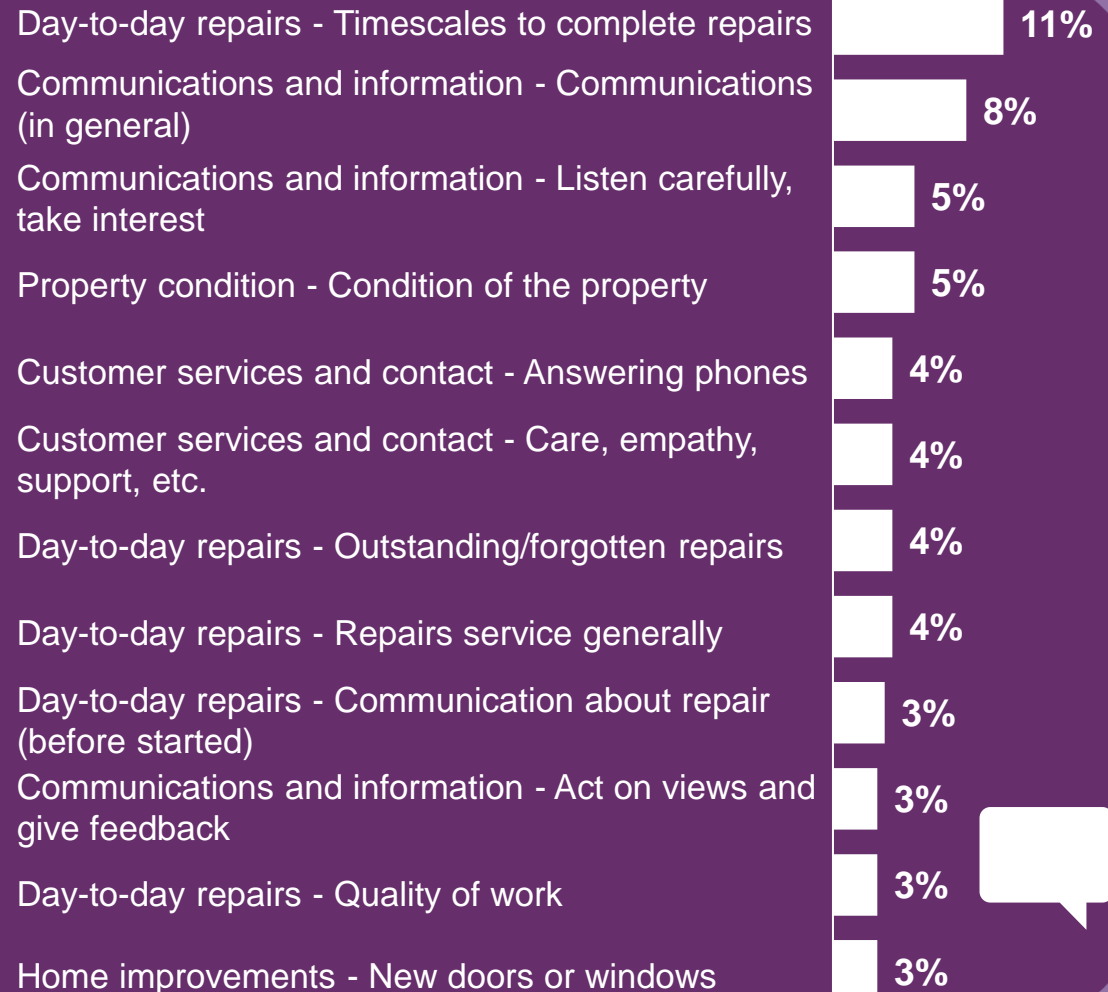
Finally, tenants were asked what one thing Papworth Trust could improve, and 219 tenants gave comments.

Tenants most frequently commented on the repairs service, including the time taken to complete repairs and outstanding repairs that have not been dealt with.

Tenants also mentioned communications and customer services, such as how they are listened to, the answering of phones and the care and support provided by staff.

Some tenants would like improvements to their homes, including new windows or doors.

## Top comments





# 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.



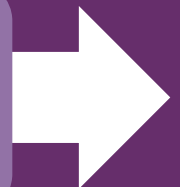
Publish findings to  
tenants



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



Involve tenants in  
shaping service  
improvements



# Tenant Satisfaction Measures - Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

Sample size	253
Timing of survey	22/10/2024 to 06/01/2025
Collection method(s)	Telephone, postal and online surveys
Sample method	Census
Representativeness of the sample	Representativeness checks carried out by housing group, age group, length of tenancy, ethnicity, disability and county
Details of any weighting applied to the results	Results have been weighted by housing group
Role of any external contractor(s) in collecting, generating, or validating the reported measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
Number of tenant households in the relevant population that have not been included due to exceptional circumstances	None
Reasons for any failure to meet the required sample size	Required sample size has been met
Type and amount of any incentives offered to tenants to encourage survey completion	Prize draw with three tenants who responded to the survey randomly selected to win a £50 shopping voucher
Any other methodological issues likely to have an impact on the reported tenant perception measures	None