



Tenant Satisfaction Survey 2025-26 Results

We run our tenant satisfaction survey every two years to get your feedback on what we're doing well, where we can improve and what our priorities should be. We also report these results to the government housing regulator as part of the **Tenant Satisfaction Measures** that all landlords must complete.

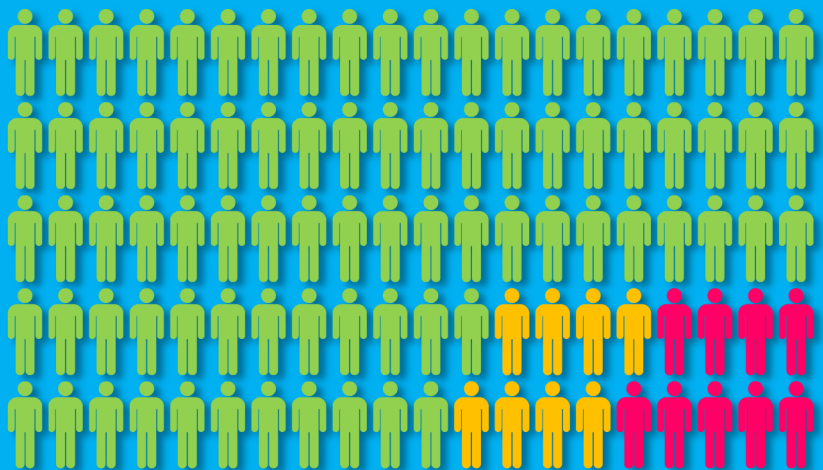
The survey is **representative** of our tenants as a whole and was carried out online and by telephone to meet the standard for it to be statistically reliable. Thank you to all 329 who took the time to complete the survey, which represents 42% of all SHAL households. Over the coming months we will use what we have learnt to help improve our services.

This year's survey results are generally positive, including a small 2% **improvement** in the overall satisfaction rating and bigger increases in the satisfaction measures for **property maintenance, safety and communication**.

This means that on most topics we are now performing at or above the levels achieved by small housing associations in England with fewer than 1,500 properties. For example, our overall satisfaction score is above the average of 79%.

83%

are satisfied with
SHAL's service



satisfied

neither

dissatisfied

Improvement priorities

1 Invest in maintaining and improving the standard of homes

2 Support people who are struggling financially

3 More help for people with disabilities to get the support they need

4 Invest in improving the energy efficiency of our homes

5 Support people wanting to maintain & improve their own homes

We asked you to rank ten ideas for what SHAL **should be prioritising** and spending our money on.

Your answers are very similar to the last time we asked in 2023. Investing in the **standard of homes** is once again the top priority.

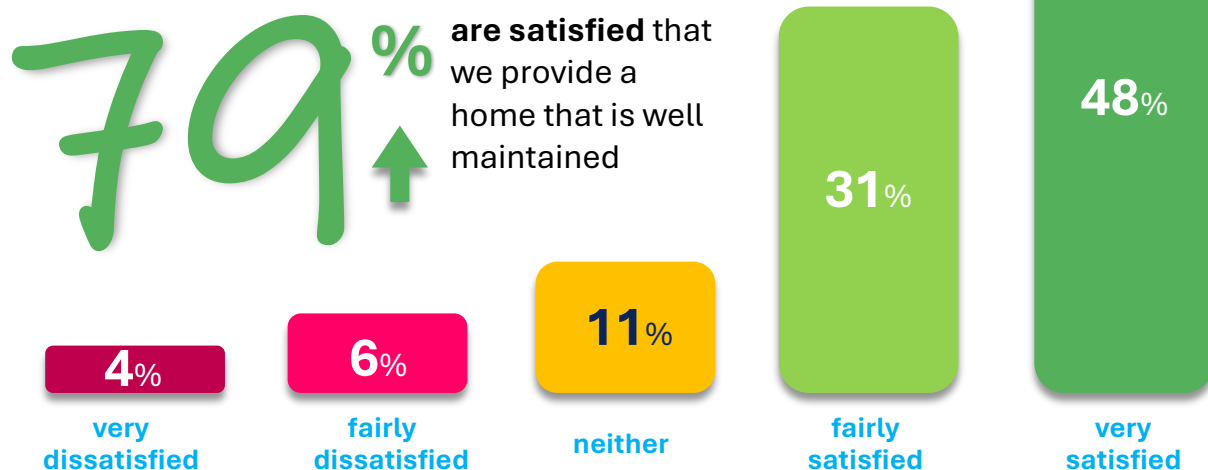
This is followed by support for those who are **struggling financially**, an especially strong priority for younger tenants. **Energy efficiency** is also still important, but less so than in 2023.

More help for those with **disabilities** is popular across the board.

A home that is well maintained

As seen above, improving the standard of homes remains our tenant's top **priority**. There is also a strong link between the **maintenance of the home** and overall satisfaction with SHAL. We are therefore delighted this survey rating has significantly improved by 7% and is now above average compared to similar landlords.

This is matched by similar increases in the satisfaction score for building **safety** and for **communal** repairs and maintenance.



The building



A SAFE HOME

gets a rating of **87%** ↑
from tenants, which is above average compared to other similar landlords



Only 15% of our tenants have **communal areas**.

Amongst the small group who do, the rating for how we clean and maintain them **jumps** up to

86% ↑

Repairs

86%



are satisfied with the **repairs service** received over the last year, which is in the **top quarter** of small housing associations in England ...

... and a similar amount are happy with the **time taken** to complete that repair:

85%



This also makes us one of the **top performing** small associations for speed of repairs, where the average is just 73%

Communication

89%

feel we treat tenants **fairly and with respect**.



How you answer this question is also the best predictor of overall satisfaction

Listening to & acting on tenants' views has also increased by 7% to



72% ↑

47%



who **made a complaint** are happy with our response. This is above the 42% average amongst other landlords

↑ **85%**



feel we **keep you informed** about things that matter to you, the first increase in this score for some time

Neighbourhood



↑ 68%

feel we make a **positive contribution** to the neighbourhood, which is slightly below similar landlords

↑ 64%



are happy with how we **deal with anti-social behaviour**. This has improved by 10% since the last survey,

Performance indicators

Here is a full run down of the results we have reported back to the **Regulator of Social Housing**, alongside the average scores for other small housing associations in England with fewer than 1,500 properties.

TSM Code	Performance Indicator	SHAL 2023-24	SHAL 2025-26	National avg. <1,500 homes
Overall				
TP01	Overall satisfaction	81.3%	83.3%	78.9%
Keeping properties in good repair				
TP02	Satisfaction with repairs	88.1%	85.9%	79.1%
TP03	Satisfaction with time taken to complete most recent repair	85.3%	85.0%	73.3%
TP04	Satisfaction that the home is well maintained	72.2%	79.2%	78.6%
Maintaining building safety				
TP05	Satisfaction that the home is safe	81.5%	87.0%	83.8%
Respectful and helpful engagement				
TP06	Satisfaction that we listen to tenant's views and act upon them	65.3%	72.1%	69.8%
TP07	Satisfaction that we keep you informed about things that matter to you	75.8%	84.8%	79.3%
TP08	Agreement that we treat tenants fairly and with respect	85.3%	88.5%	86.1%
Effective handling of complaints				
TP09	Satisfaction with our approach to handling complaints	47.4%	46.9%	42.3%
Responsible neighbourhood management				
TP10	Satisfaction that we keep communal areas clean and well maintained	58.6%	86.0%	74.1%
TP11	Satisfaction that we make a positive contribution to neighbourhoods	48.2%	68.3%	73.2%
TP12	Satisfaction with our approach to handling anti-social behaviour	53.9%	64.2%	67.5%

Thank You ...

... again to everyone who took part in the survey. We will take all the feedback into consideration when planning improvements to our services.

Didn't complete our survey this time round? We run this survey every two years so your chance will come around again, but we welcome our tenants' feedback all year round. For further information contact us on **01278 444 344** or just email **reception@shal.org**

