

INDUSTRIAL
DWELLINGS
SOCIETY
EST 1885

Tenant Satisfaction
Measure Results
2025–26



Introduction

Over the past year we have continued to focus on delivering better services for residents and ensuring that resident feedback directly shapes the way we work.

We are pleased that our 2025/26 Tenant Satisfaction Measures results show improvement across every satisfaction measure for the third consecutive year. This reflects the continued commitment of our teams to providing responsive, resident-focused services and acting on the feedback we receive.

One of the most significant improvements this year was in residents feeling that we listen to their views and act upon them. This is particularly important to us, as we want residents to see that their feedback leads to real and meaningful change.

Throughout the year we have increased engagement with residents, carried out targeted follow-up activity where concerns were identified and used survey feedback to shape service improvements and future priorities.

While we are encouraged by the progress made, we recognise there is more to do. We remain committed to listening, learning and continuously improving the services we provide.

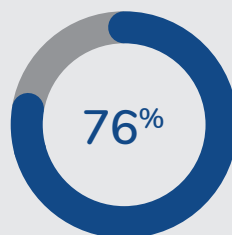


Results of Tenant Perception Surveys



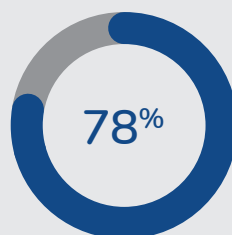
TP01

Overall Satisfaction



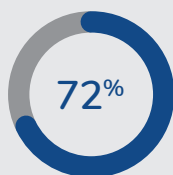
TP02

Satisfaction with repairs



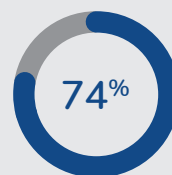
TP03

Satisfaction with time take to complete most recent repair



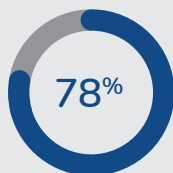
TP04

Satisfaction with well maintained home



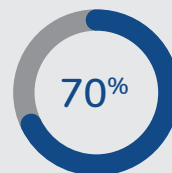
TP05

Satisfaction that the home is safe

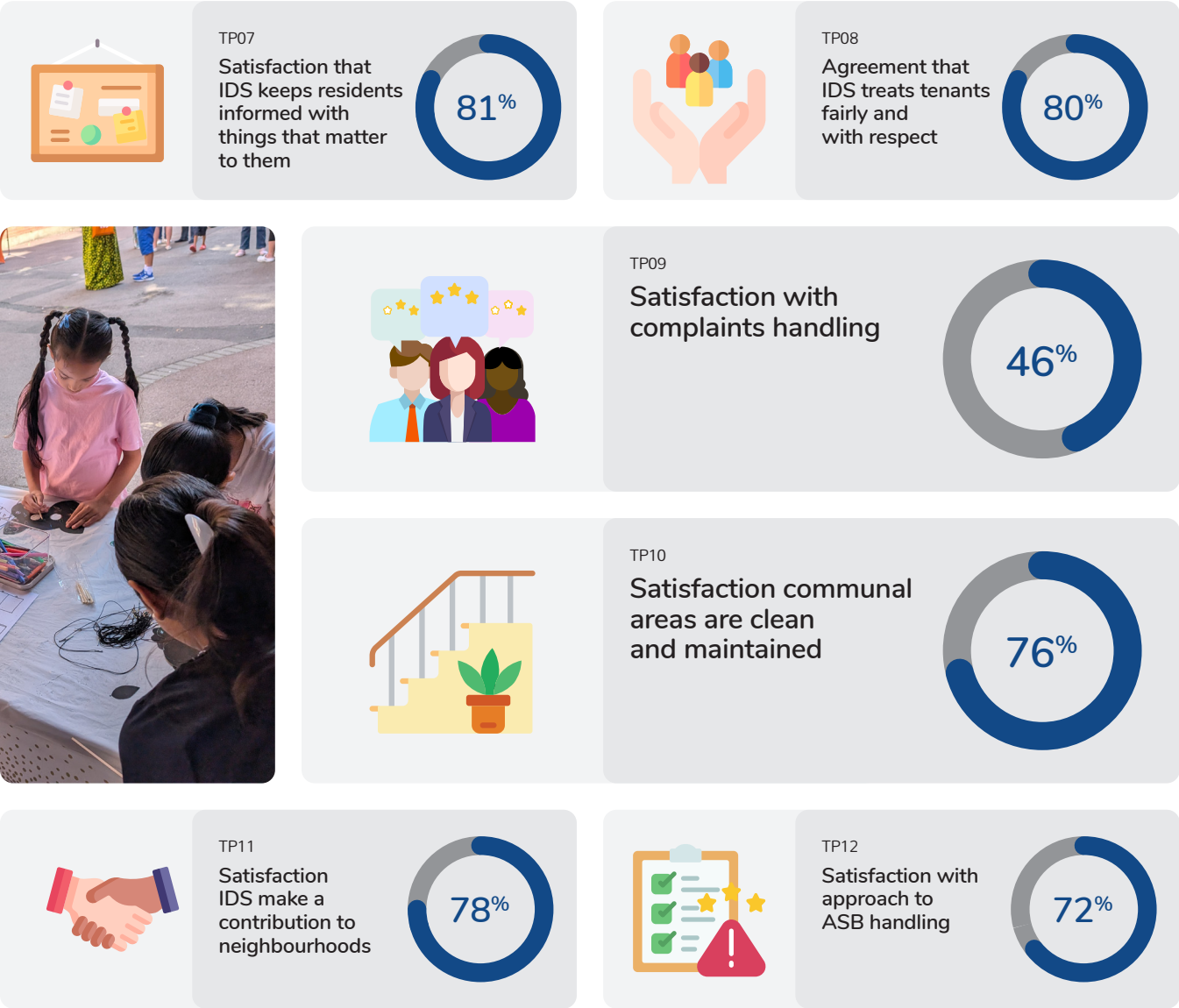


TP06

Satisfaction IDS listen and act



Results of Tenant Perception Surveys (Continued)



Complaint Handling

CH01

Stage 1 complaints relative to the size of the landlord (number of cases per 1,000 units)

44.2

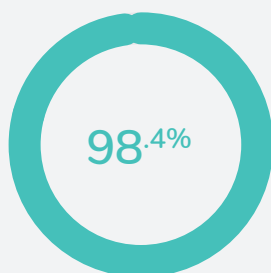
CH01

Stage 2 complaints relative to size of the landlord (number of cases per 1,000 units)

7.7

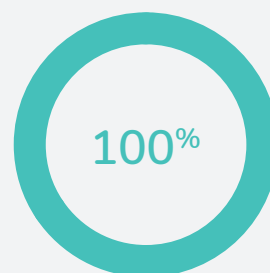
CH02

Stage 1 complaints responded to within Complaint Handling Code timescales (number of cases per 1,000 units)



CH02

Stage 2 complaints responded to within Complaint Handling Code timescales (number of cases per 1,000 units)



Neighbourhood Management

NM01

ASB cases relative to the size of the landlord

35.4

NM01

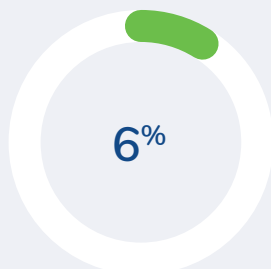
ASB cases (hate related) relative to the size of the landlord

1.3

Repairs

RP01

Homes that do not meet the Decent Homes Standard



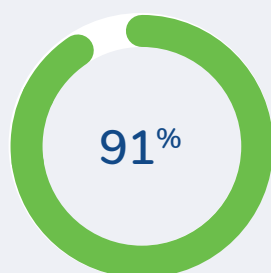
RP02

(Urgent & Routine) Repairs completed within target timescale



RP03

(Emergency) Repairs completed within target timescale



Building Safety

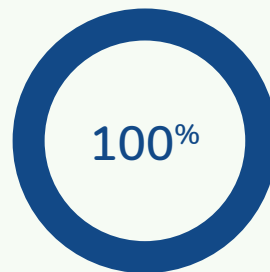
BS01

Gas Safety Checks



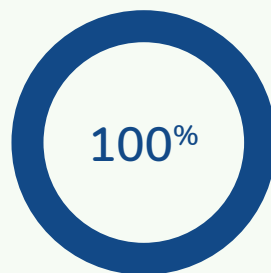
BS02

Fire Safety checks



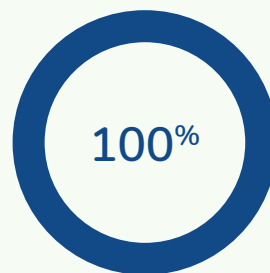
BS03

Asbestos Safety Checks



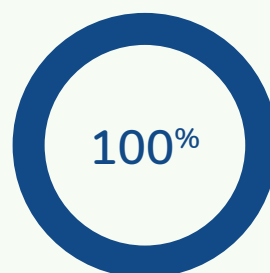
BS04

Water Safety Checks



BS05

Lift Safety Checks

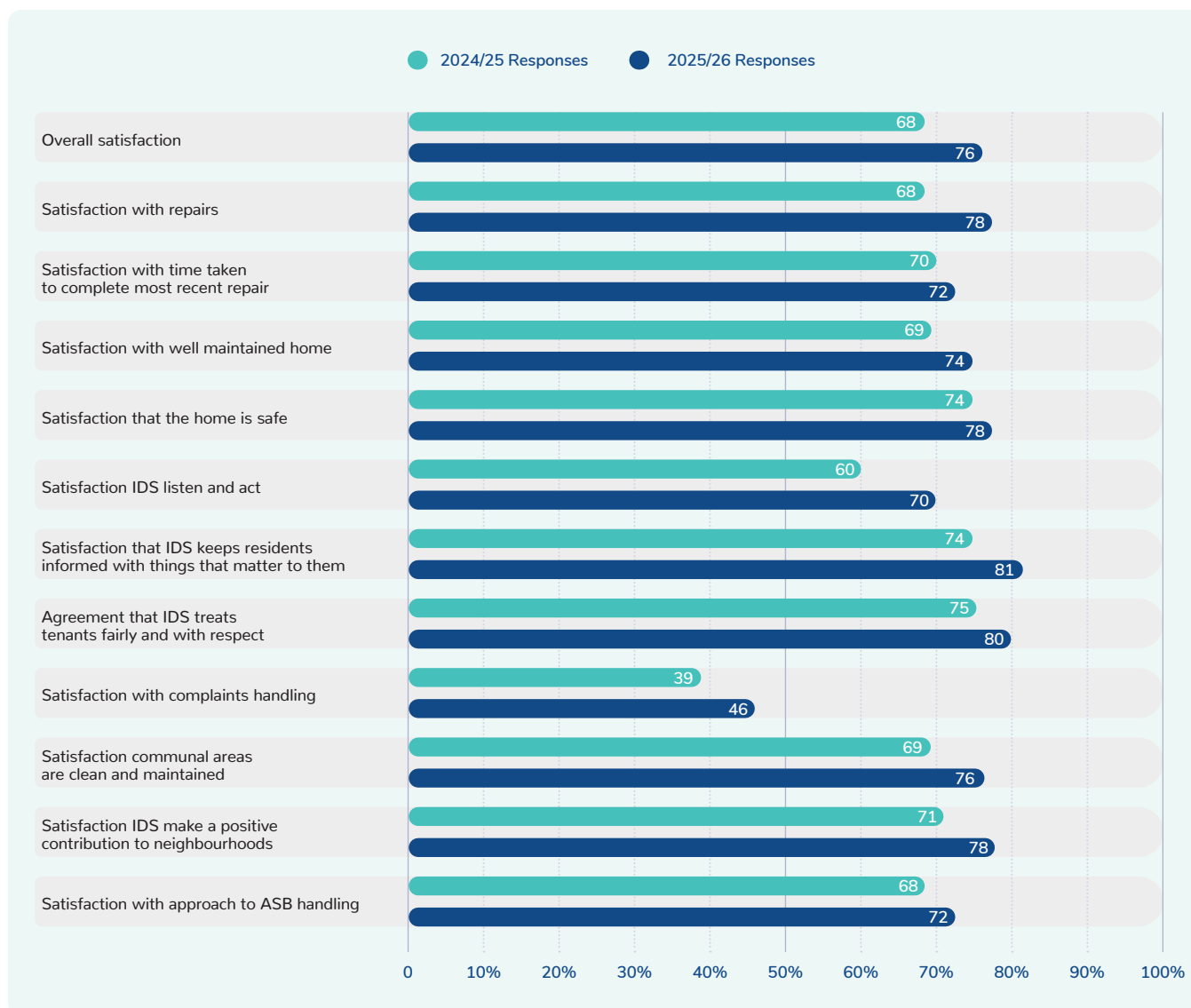


Performance Compared to 24/25 results

Our 2025/26 Tenant Satisfaction Measures results demonstrate continued improvement across all measures, with residents reporting higher satisfaction levels across key services including repairs, safety, communication and neighbourhood management.

The results reflect the increased focus placed on resident engagement, service responsiveness and using resident feedback to shape improvements across our services.

The most significant improvement this year was in residents feeling listened to and confident that action will be taken in response to their feedback.



Resident Engagement / You said, We did

We have continued to strengthen the way we engage with residents to ensure feedback is listened to, understood and acted upon.

This year we introduced additional follow-up with residents who expressed dissatisfaction through our surveys, including direct contact from senior management staff to better understand concerns and agree actions where improvements were needed.

We also carried out targeted engagement activity in estates and resident groups where survey feedback identified opportunities to improve resident experience.

Feedback from residents continues to directly inform service improvements, operational priorities and future planning.

We recognise the importance of clear communication and effective complaint handling in building trust with residents.

During the year we reviewed resident feedback relating to complaints handling and introduced additional communications to help residents better understand the difference between service requests and formal complaints.

Feedback from complaints and surveys continues to be reviewed alongside operational performance information to identify trends, improve communication and strengthen service delivery.



You said

You wanted better communication and follow-up.



We did

Senior managers contacted residents directly following survey feedback to better understand concerns and agree actions where improvements were needed.



You said

You wanted more opportunities to influence services locally.



We did

Targeted engagement activity was carried out estates where results were not as strong as our better performing estates.



You said

You wanted clearer information about complaints.



We did

Additional communications were issued to residents explaining complaints processes and how concerns can be raised.



You said

Some resident groups experience services differently.



We did

We carried out more detailed analysis by age group, tenure and resident demographics to better target service improvements and future engagement activity.

Summary of Approach

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

A	A summary of achieved sample size (number of responses)	328
B	Timing of survey	August to October 2025
C	Collection method(s)	Telephone and postal survey
D	Sample method	Census style - all residents who received a phone call were called at least twice and all residents who had the option of postal were hand delivered a survey to complete.
E	Summary of the assessment of representativeness of the sample against the relevant tenant population	A table summarising the representativeness of the sample against the relevant tenant population is included on the following page.
F	Details of any weighting applied to generate the reported perception measures	No weighting applied
G	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Cx Feedback and Pexell
H	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	No households were excluded
I	Reasons for any failures to meet the required sample size requirements	The required sample size has been met
J	Type and amount of any incentives offered to tenants to encourage survey completion	No incentives were offered
K	Any other methodological issues likely to have a material impact on the tenant perception measures reported	Nothing identified



Summary of Approach

Collection Method

We mirrored the approach taken in our 24/25 surveys so that we could get a good set of comparable data and assess how our services have progressed from 12 months before.

Summary of the representativeness of the sample against the relevant tenant population:

Tenant perception measures	Relevant tenant population (% total)	Total survey responses (% total)
Housing type		
Sheltered housing	17.4%	17.6%
General needs housing	82.6%	82.4%
Gender of lead tenant		
Male	44%	44%
Female	56%	56%
Age of respondent		
16-24	1.9%	2.8%
25-34	7.1%	6.5%
35-44	18.2%	18.3%
45-54	19.4%	18.7%
55-64	23.3%	18.9%
65-74	18.2%	18.8%
75-84	8.4%	8.4%
85+	5.8%	7.1%



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