Your Views

Tenant Satisfaction Survey 2025

About the Survey

Between May and July 2025, many of you took part in an important survey. All tenants were invited to participate in the survey by completing either a postal, online or telephone 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 Waltham Forest Housing Association (WFHA) 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 WFHA's future strategic and operational planning.

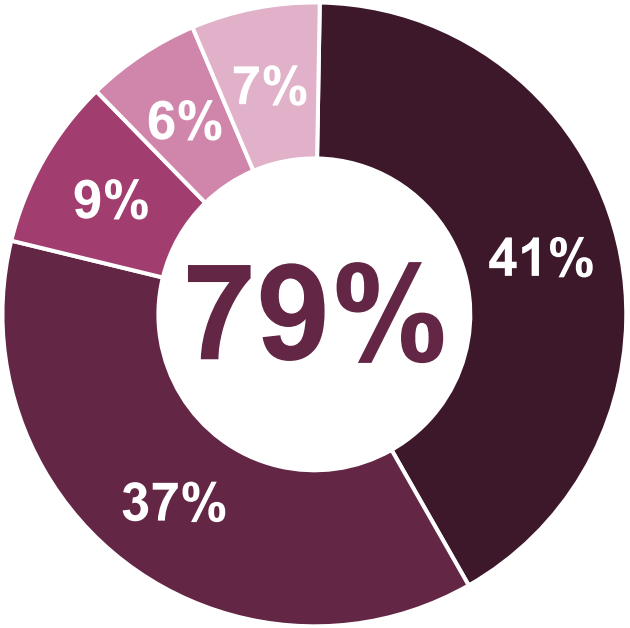
This report contains key survey results regarding tenants' opinions about their homes and the services received.

135 tenants took part out of a total of 328 (69 by post, 54 by telephone and 12 online)

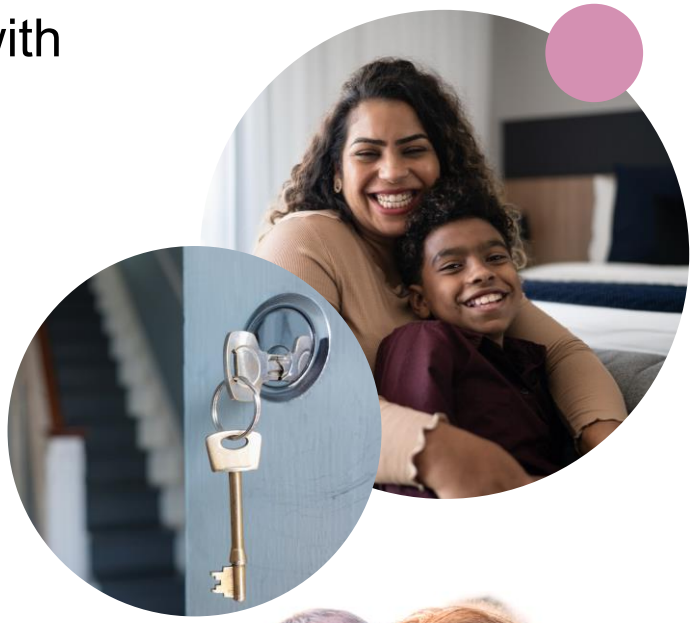
A big thank you to everyone who took part!

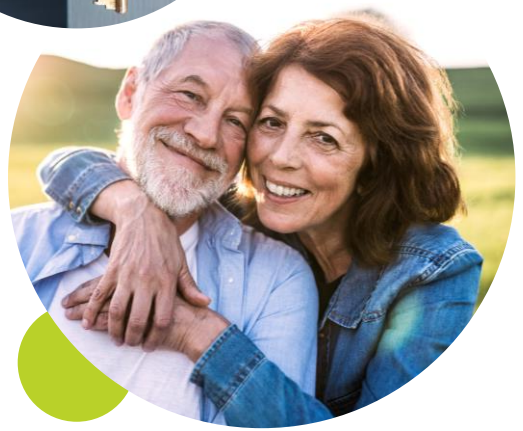
Overall Service

Eight out of ten tenants are satisfied with the overall service provided by WFHA **(79%)**.



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



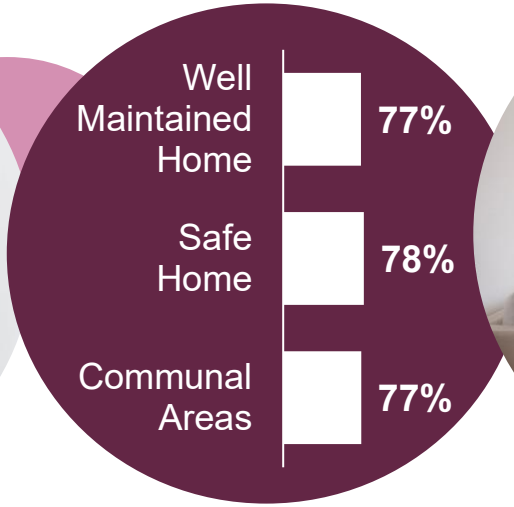


The Home and Communal Areas

Around three-quarters of tenants are satisfied that they are provided with a home that is well maintained **(77%)**.

Tenants are similarly satisfied that WFHA provides them with a home that is safe **(78%)**.

Around three-quarters of tenants with communal areas are also satisfied that these areas are kept clean and well maintained **(77%)**.



Repairs Service

Two-thirds of tenants said they had a repair carried out to their homes in the last 12 months **(67%)**.

Over eight out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(84%)**.

Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(79%)**.

The Neighbourhood

Three-quarters of tenants are satisfied that WFHA makes a positive contribution to their neighbourhood **(74%)**.

Tenants are similarly satisfied with WFHA's approach to handling anti-social behaviour **(72%)**.

Communications and Tenant Engagement

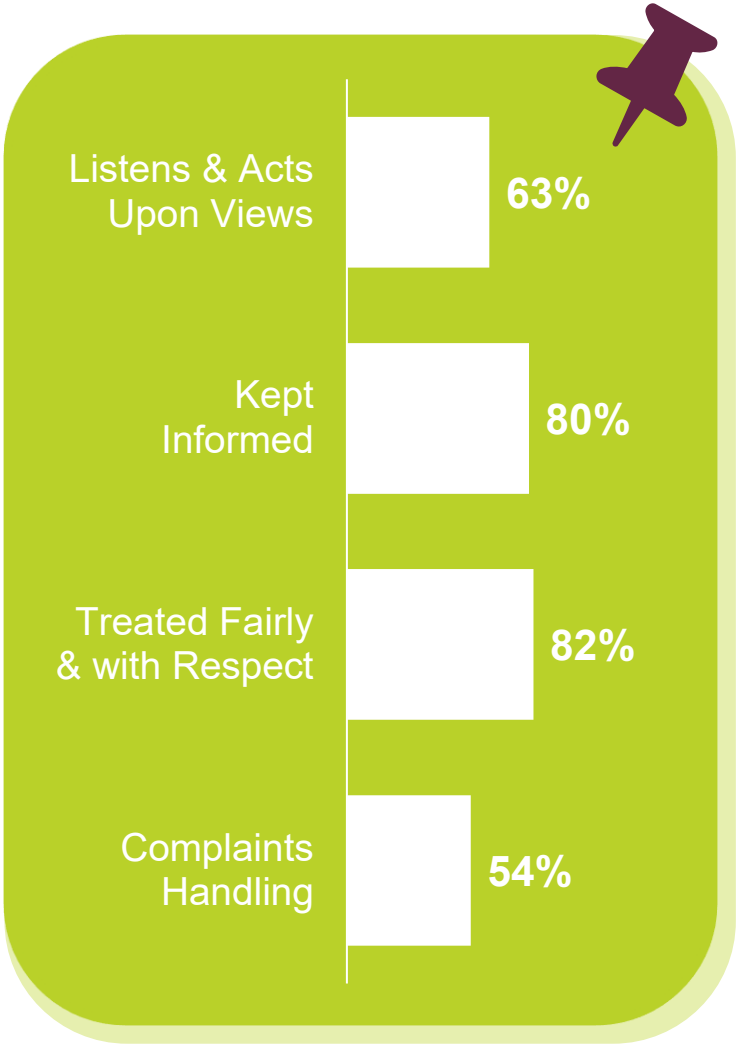
Over six out of ten tenants are satisfied that WFHA listens to their views and acts upon them **(63%)**.

Eight out of ten tenants are satisfied that they are kept informed about things that matter to them **(80%)**.

Around eight out of ten tenants also agree that they are treated fairly and with respect by WFHA **(82%)**.

Around one-third of tenants said they made a complaint to WFHA in the last 12 months **(36%)**.

Over half of these tenants are satisfied with WFHA's approach to handling complaints **(54%)**.



Your Views

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

wfha

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