

Tenant Satisfaction Survey 2024-2025

Executive Summary

- Overall satisfaction with the service provided by NB Housing dropped 8% vs last year to **70%**
- Overall satisfaction with the repairs & maintenance service dropped by 15% to **58%**.
- 142 tenants responded to the survey, an increase of 52 on last year. This represents **12%** of NB Housing tenants.

Methodology

The Tenant Satisfaction Survey 2024-2025 was sent out by post to all NB Housing tenants at the end of March 2025 with their Rent Statement and the Spring Newsletter. A link inviting customers to complete the survey was sent to tenants by email on 17 April to encourage more responses and then sent again by text message on 06 May 2025.

46% of responses were received via the printed form. These were either postal responses from tenants in General Needs homes or responses from residents of Flax Foyer & Holyrood House who were assisted to fill in their forms by a tenancy support worker.

This year, tenants were given a new option to fill in the survey via an online link. More than 75 customers in General Needs homes availed of this option, significantly increasing the number of responses received vs last year (2023/24 = 90 vs 2024/25 = 142).

The number of questions was slightly reduced this year following feedback from customers that the survey was too long.

From the data collected, we were also able to update more than 35 tenant email addresses on our Housing management system.

Respondent Profile

142 tenants responded to the survey, an increase of 52 on last year. This represents 12% of NB Housing tenants.

82% of responses (117) came from customers in General Needs homes vs 83% last year. 7 residents of Holyrood House responded vs 10 last year, and 18 residents of Flax Foyer responded vs just 5 last year.

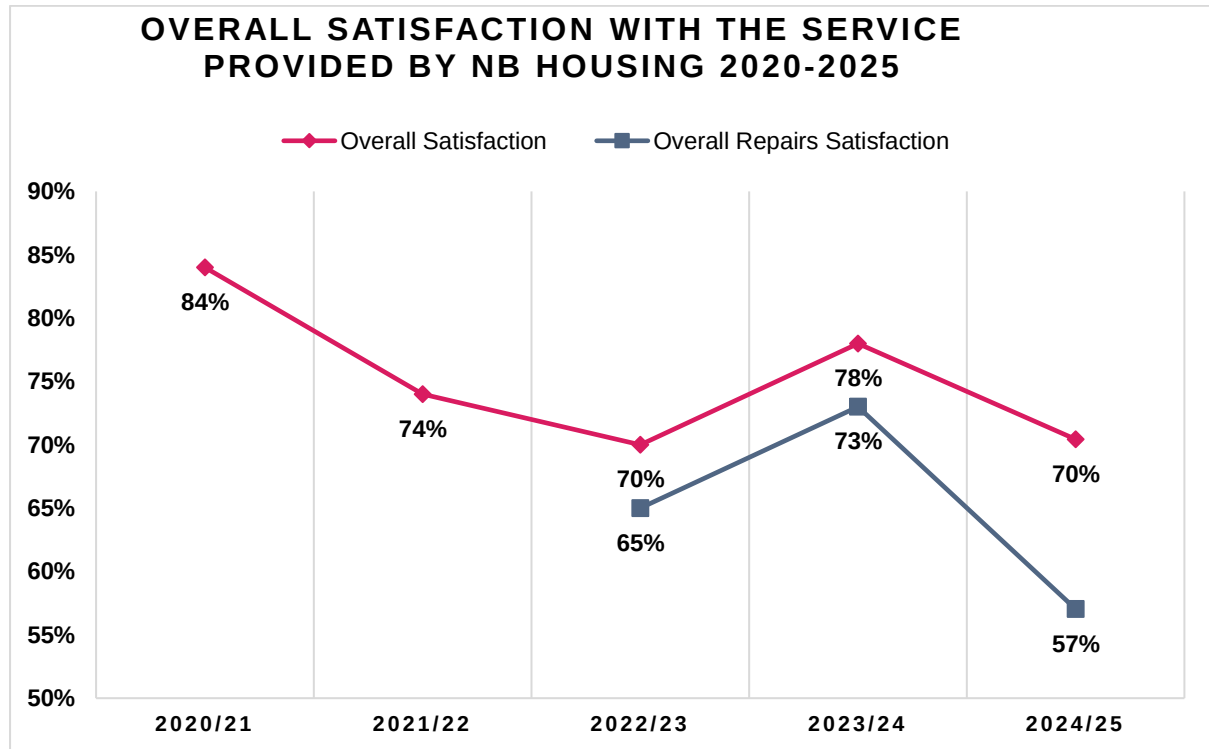
23 tenants responded to the survey in both 2023/24 and 2024/25 (16% of respondents). These tenants were overall 81% satisfied with the services provided by NB Housing. Due to the way the data was previously recorded, it is not possible to say whether these tenants were more or less satisfied than the previous year.

85% of tenants lived in Belfast.

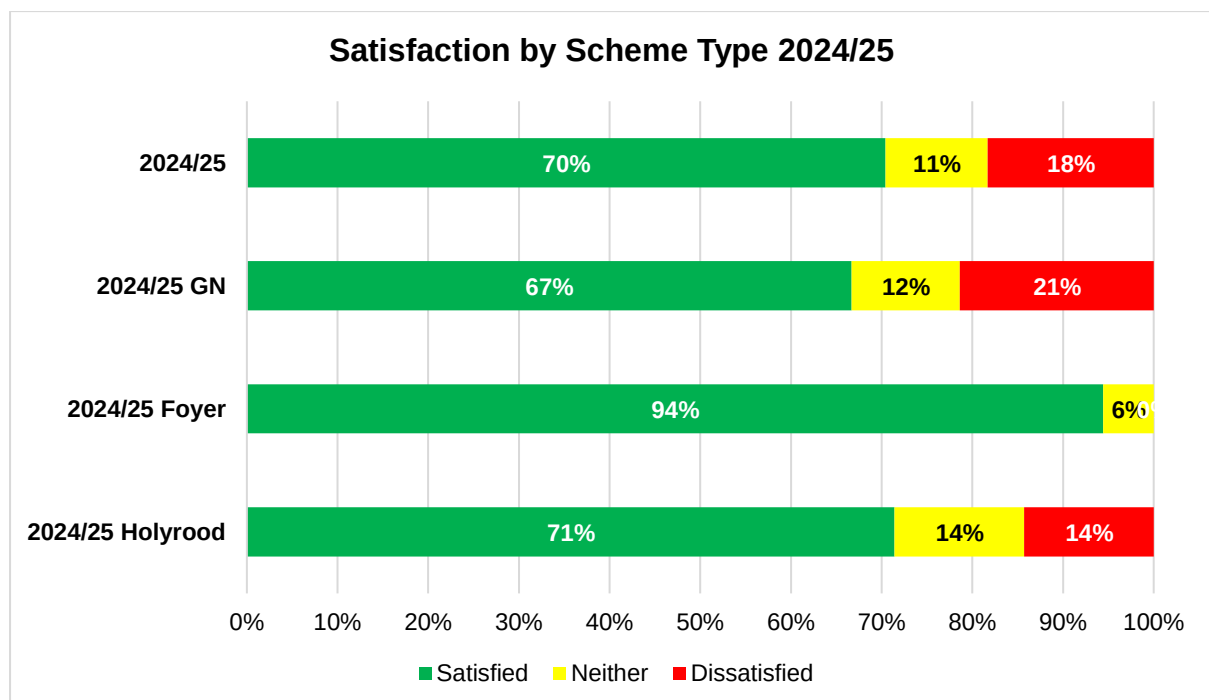
Results

Overall Satisfaction with the service provided by NB Housing dropped 8% vs last year to **70%** (78% 2023/24).

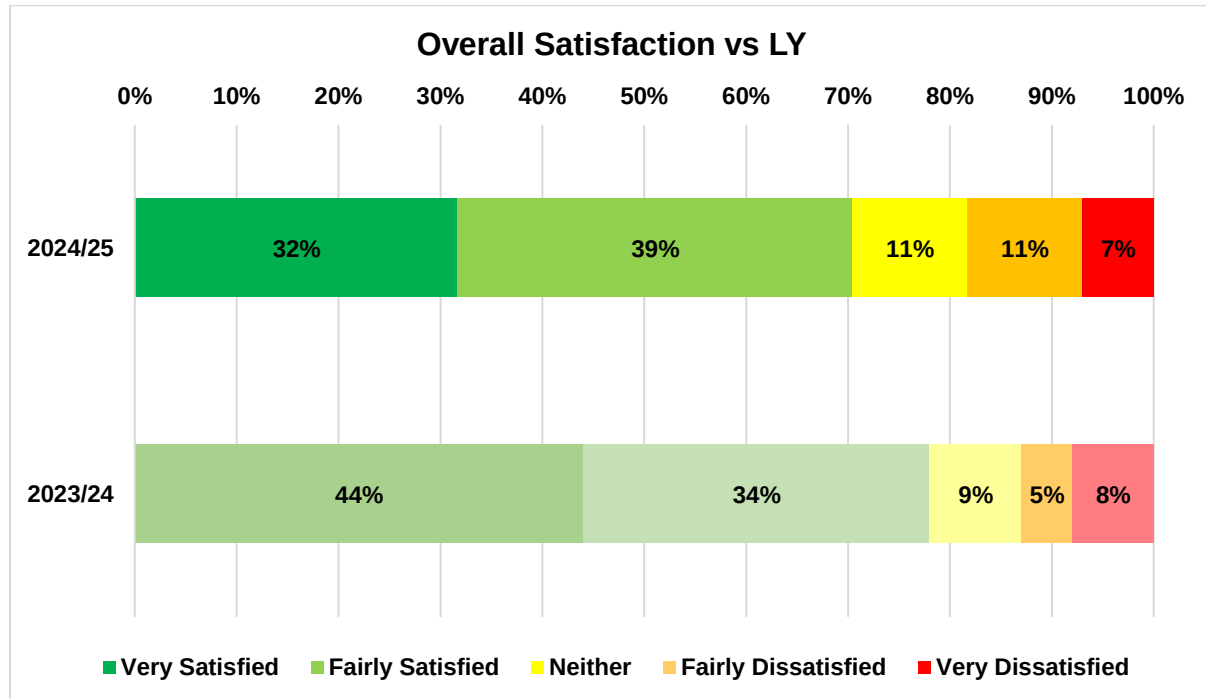
Satisfaction levels are the same as they were in 2022/23:



Overall, residents at Flax Foyer were the most satisfied (94%) while those in General Needs homes were least satisfied (67%):



The number of those indicating they were *very dissatisfied* dropped slightly (-1%) and those who were *fairly satisfied* increased (+5%) but in general there was a shift towards more dissatisfaction vs the previous year:



Colleagues from both NB Housing & our contractor scored well on the survey:

78% found NB Housing staff helpful when they got in touch with them.

For the contractors, 75% were satisfied with the attitude of workers who came to do their repairs, and 70% said dirt and mess were kept to a minimum.

Satisfaction with our approach to anti-social behaviour remained the same (55%) and satisfaction with our handling of complaints fell by just 2% to 52%. These were the scores which dropped the least, but they are the lowest scoring areas on the survey.

Satisfaction that rent provides value for money which was just 1% lower than last year at 73%.

All respondents were asked whether their service charge provided value for money if applicable. 61% were satisfied with 25% selecting *neither satisfied or dissatisfied*. When controlled for tenants who actually pay service charges (Foyer, Holyrood, some GN properties), satisfaction was 60%.

The biggest drop in satisfaction among the general perception questions was around 'this area as a place to live' which decreased by 14% on the previous year to 69%. 15% were actively dissatisfied and 28% said they were *neither satisfied or dissatisfied*.

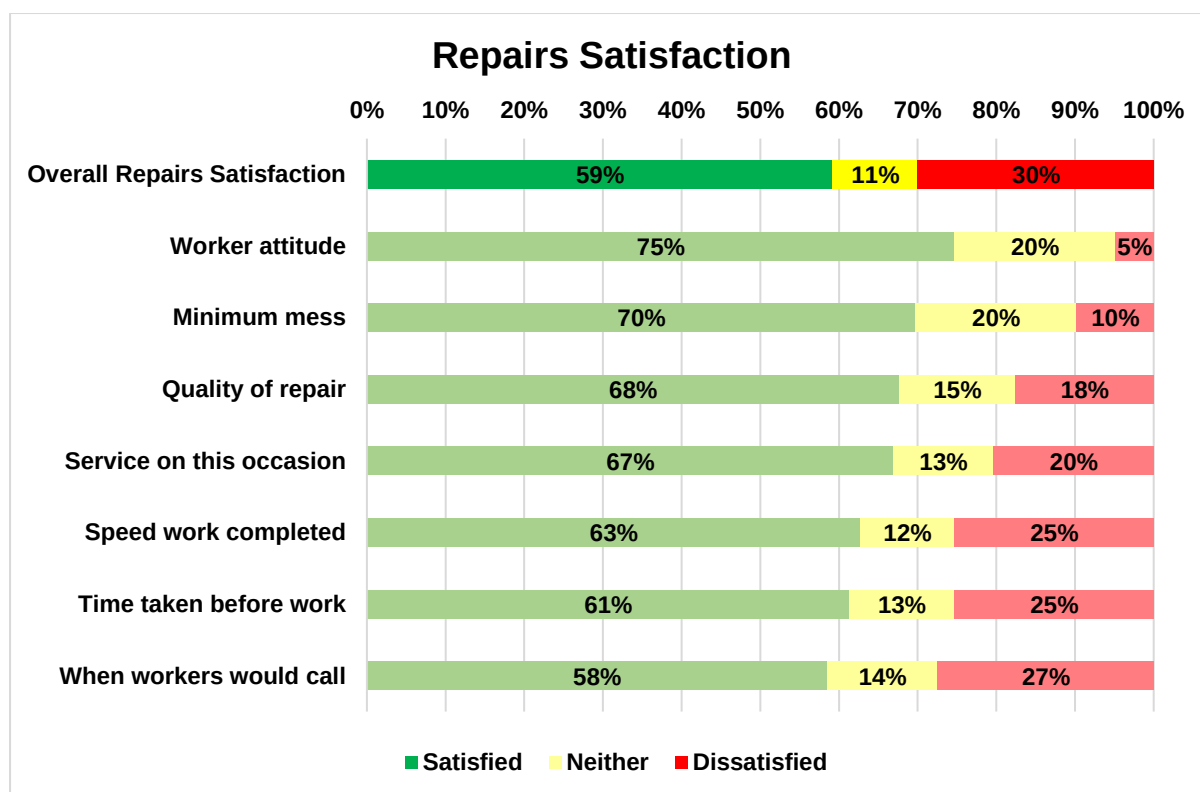
76% of those who said they were *fairly* or *very dissatisfied* live in Belfast. All but one of the residents of Flax Foyer responded that they were *neither satisfied or dissatisfied*. Only 1 resident of Holyrood House was *fairly dissatisfied* with the area.

Repairs

Overall satisfaction with the repairs & maintenance service dropped by 15% to 58%. It should be noted that this question focuses on our tenants' perception of the service and may not relate to a specific repair.

The most recent results from the text survey conducted following a repair shows 76% of tenants were satisfied with the service received and 96% were satisfied with the quality of work.

Residents of Holyrood House were particularly dissatisfied (71% *very or fairly dissatisfied*) which may have been due to an ongoing pest situation at the time the survey was conducted.



Tenants were most dissatisfied with not being told when workers would call (58%) which had dropped 24% on the previous year. Residents of Holyrood House were particularly dissatisfied in this area at just 14% satisfaction.

Satisfaction with the speed with which the work was completed also fell by 19% to 61%.

NB Housing are aware of ongoing issues with our current principle response maintenance contractor which we are working hard to mitigate and improve follow up and communication from our in-house team. A new Customer Repairs Manager has recently been appointed to focus on improving this area of our service.

All respondents were asked about their satisfaction with the cleanliness of the communal areas if applicable. Only 44% of tenants in General Needs homes were satisfied, 19% were neither satisfied or dissatisfied and 24% declined to answer this question.

When controlled for tenants living in apartments (including the Foyer & Holyrood House) – the overall satisfaction figure was 75%.

Communications

When asked what they last contacted NB Housing about, 80% of tenants said Repairs. 68% said they had been in touch by phone while 19% said they had used text or email. 23% had been in contact in person, usually via the office of the tenant or resident support worker. (Respondents were able to select more than one option).

16% of tenants in General Needs homes said they accessed the MyTenancy online portal but none of the respondents in the Foyer or Holyrood House did.

Only 54% of respondents were satisfied that NB Housing listens to their views and acts upon them although 68% were satisfied that NB Housing keeps them informed about things that might affect them as a tenant. These scores had dropped by 16% and 15% respectively on the previous year.

Residents of Holyrood House were particularly dissatisfied that NB Housing listens to their views, with 86% indicating they were *very dissatisfied*. The same percentage indicated that they were *very dissatisfied* that NB Housing keeps them informed about things that might affect them as a tenant and 71% were *very dissatisfied* with the opportunities available to participate in decision making. This is disappointing considering these residents benefit from access to a dedicated Tenancy Support Worker (who received positive feedback from all the tenants) and significant resources from the Community Engagement Officer. Some Holyrood residents are now part of the new Customer Experience Panel.

When tenants were asked about how they would like NB Housing to contact them about issues that affect them, the most common response was by letter or phone call, closely followed by text and email. 0 tenants said they preferred social media and only 3 tenants selected the Newsletter. 6 tenants said they would be interested in residents' groups or forums and their details have been passed to the Community Engagement Officer.

Recommendations and Actions

Survey Methodology

Residents of McCorry House, Holyrood House and Flax Foyer were issued a longer version of the survey which included questions about their support plans. The McCorry House residents declined to fill this section out. Holyrood residents expressed the opinion that the survey was still too long and anecdotal feedback suggests they had to have a lot of the questions explained. Moving forward, I would suggest that this section of the survey be carried out separately, perhaps by the Tenancy Support Worker at the time of conducting the support plan review with each tenant so that their understanding of the concepts is fresh.

The option to fill out the survey online, rather than relying on tenants to return the postal survey proved successful and this option should be again made available in future. A limited number of tenants used the QR code printed on the survey. Around 20 tenants responded to the email link, but this has the potential to increase in future if more email addresses are keyed onto the system. Sending the online link via text message was by far the most successful method in terms of the number of responses received from tenants in General Needs homes.

One way of potentially improving tenant satisfaction around feeling listened to would be to offer shorter 'pulse' type surveys throughout the year with immediate feedback on results to

tenants. This could be in addition to an annual survey, perhaps with a recruited group of interested tenants via WhatsApp or email.

Survey Questions

Going forward we should consider aligning our questions to industry standards. Some questions on the current survey were part of the old STAR benchmarking questions but are no longer part of the new Tenant Satisfaction Measures which are mandatory in England and Scotland (and benchmarked by Housemark).

While decreasing the length of the survey overall may encourage more responses, including additional qualitative questions – “why do you say that?” would allow for deeper analysis of drivers of satisfaction and to pinpoint specific issues.

Communication

We should consider carefully our methods of effectively communicating with tenants and keeping them informed. The personal touch is still paramount with 90% of tenants selecting letters, phone calls and emails as their preferred method of communication with NB. We should ensure that letter and email templates reflect NB Housing's brand and values. Those with direct tenant contact are due to be offered Customer Service and Call Handling training by the Business Improvement Manager in Q2 2025/26. Better promotion of the MyTenancy online portal could also be considered, particularly for those living in General Needs homes.

Community Engagement

Our new tenant participation strategy was launched in 2025. This will focus on how better to involve tenants in actual decision making.

Effective community engagement outreach programmes should look at how to empower tenants to understand how they can access local resources and feel at home in their local area.

Repairs

Ongoing issues providing maintenance services will be a key area of focus in the coming year. It is hoped that the figures included on this report will help to highlight the importance to tenants of making and keeping prompt appointments or providing an explanation for the delay.

Tenant Satisfaction Survey 2024/25 – Results List

Question	TSM*	Total Satisfaction 23/24	GN	HHE	FF	Total Satisfaction 24/25	Change vs LY
Overall Satisfaction							
Services provided	✓	78%	67%	71%	94%	70%	-8%
Quality of Home		80%	71%	100%	100%	76%	-4%
Area as place to live		83%	78%	86%	6%	69%	-14%
Rent VFM		74%	78%	43%	56%	73%	-1%
Service Charge VFM		71%	59%	86%	61%	61%	-10%
*Service Charge VFM w/service charges			52%	86%	61%	60%	
ASB	✓	55%	50%	14%	100%	55%	-
Complaints	✓	54%	47%	14%	100%	52%	-2%
Contact with NB							
Last Contact Method							
Last Contact Subject							
Staff Helpful		91%	68%	57%	100%	77%	-13%
Final Outcome		70%	53%	29%	100%	57%	-13%
Repairs and Maintenance							
Overall Repairs Satisfaction	✓	73%	53%	14%	100%	57%	-16%
Being told when workers would call		82%	55%	14%	100%	58%	-24%
Time taken before work started		76%	59%	0%	100%	61%	-15%
Speed work was completed		82%	59%	29%	100%	63%	-19%
Attitude of workers		87%	69%	100%	100%	75%	-12%
Quality of repair work		84%	64%	43%	100%	68%	-16%
Keeping mess to a minimum		90%	66%	57%	100%	70%	-20%
Repairs service received this occasion		84%	62%	71%	100%	67%	-17%
Communal area Cleanliness	✓	60%	34%	71%	100%	44%	-16%
*Communal area - apartments			61%	71%	100%	75%	
Communication							
Methods							
Online Account							
Listens to views	✓	70%	50%	0%	100%	54%	-16%
Keeps informed	✓	83%	67%	0%	100%	68%	-15%
Participation in decision making	✓	66%	54%	0%	100%	57%	-9%

*TSM = Tenant Satisfaction Measure question mandatory in England since April 2024