Tenant Satisfaction Survey 2025-2026

Executive Summary

- Overall satisfaction with the service provided by NB Housing remained similar to last year at 72% (2024/2025 – 70%)
- Overall satisfaction with the repairs & maintenance service increased by 6% to 63%.
- 155 tenants responded to the survey, an increase of 13 on last year. This represents a **13%** return.

Methodology

The Tenant Satisfaction Survey 2025-2026 was sent out by post to all NB Housing tenants at the end of March 2026 with their Rent Statement and the Spring Newsletter. Tenants had the option of returning the survey via freepost envelope or by scanning a QR code. To encourage more responses, 2 texts were sent to tenants with a link to complete the survey prior to the closing date.

21% of responses were received via the printed form compared to 46% last year. These were either postal responses from tenants in General Needs homes or responses from residents of Holyrood House and McCorry House who were assisted to fill in their forms by a Tenancy Support Worker.

This year, 122 tenants completed the survey online, compared with 76 last year, indicating a clear shift towards digital responses.

The number of questions remained the same as last year.

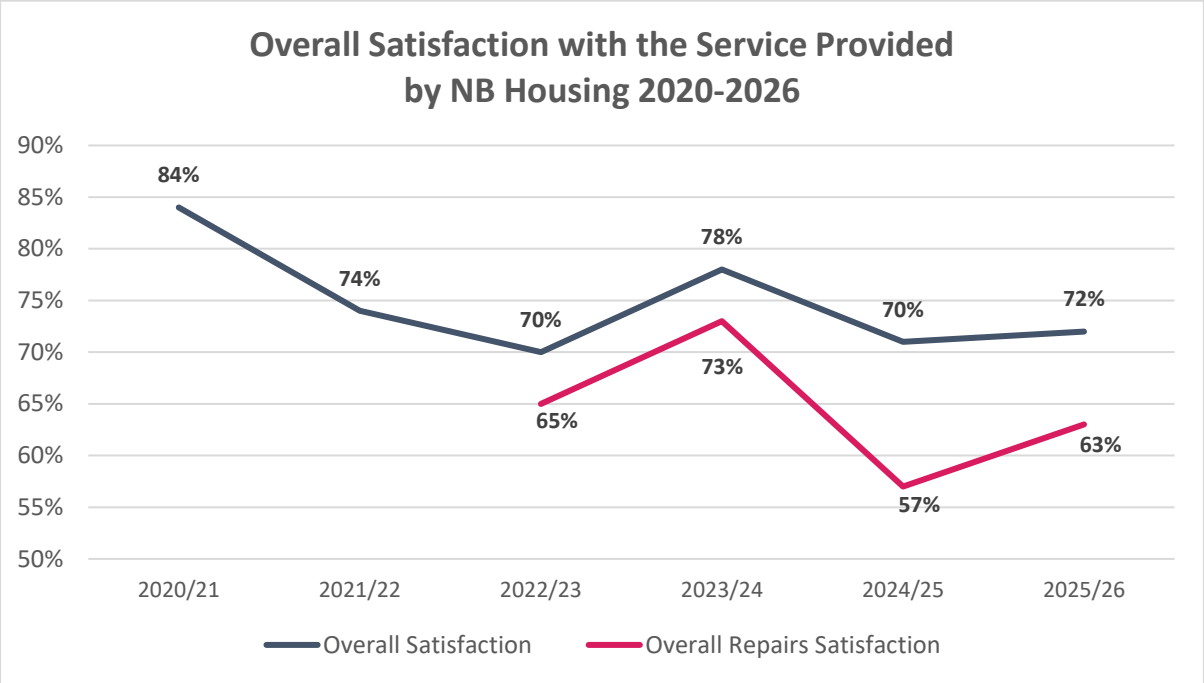
Respondent Profile

155 tenants responded to the survey, an increase of 13 on last year. This represents 13% of those surveyed.

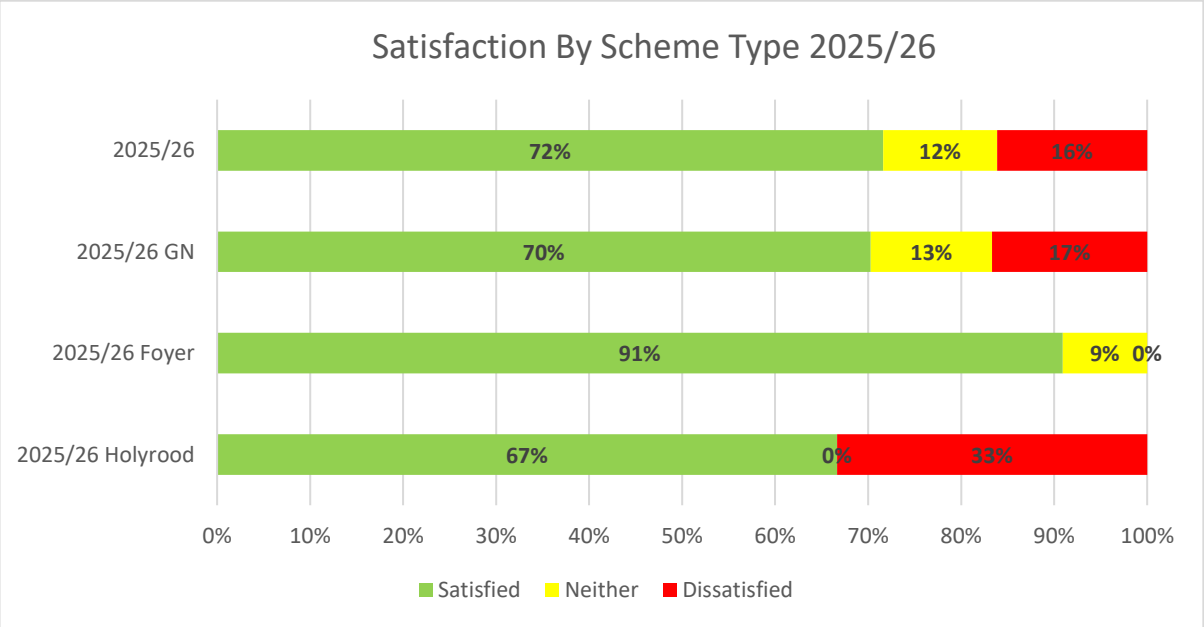
89% of responses (138) came from tenants in General Needs Homes vs 82% last year. 6 residents of Holyrood & McCorry House responded vs 7 residents last year, and 11 residents of Flax Foyer responded vs 18 last year.

Results

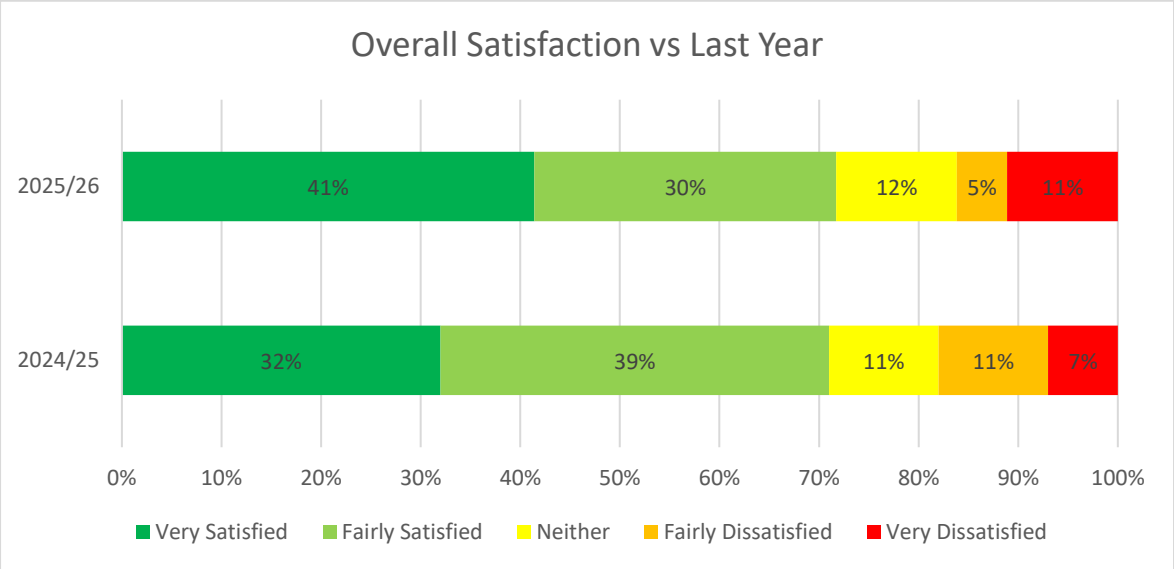
Overall satisfaction with the service provided by NB Housing remained similar to last year at 72%



Overall, residents at Flax Foyer were the most satisfied (91%) while those in Holyrood House/ McCorry House were least satisfied (67%):



Figures of overall satisfaction remained similar to last year;



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

86% found NB Housing staff helpful when they got in touch with them.

For the contractors, 79% were satisfied with the attitude of workers who came to do their repairs, and 76% said dirt and mess were kept to a minimum.

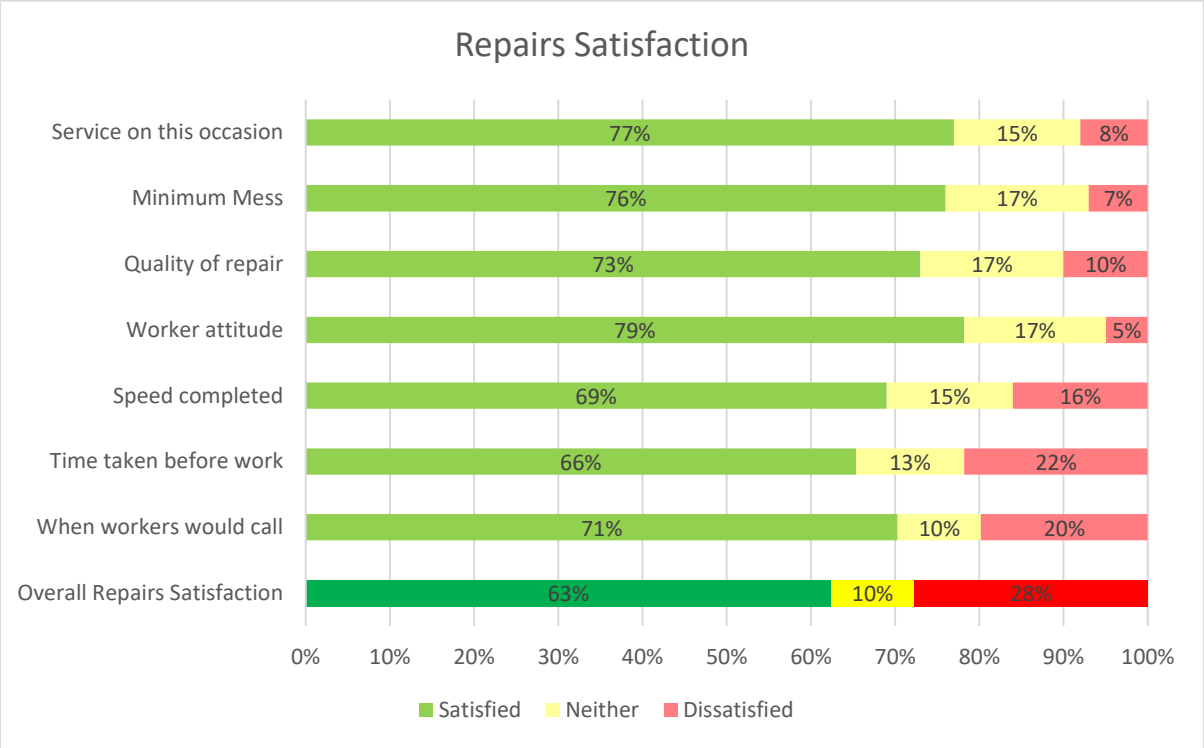
Satisfaction with our approach to anti-social behaviour remains similar to last year (57%) and satisfaction with our handling of complaints rose by 7% to 59%. Although these scores are low; 25% of people responded 'neither' to approach to ASB and 19% responded 'neither' in response to complaints which suggests that they may not have had to deal with either issue.

Satisfaction with rent value for money was 69%, while 10% of respondents were dissatisfied and 24% chose neither.

All respondents were asked whether their service charge provided value for money if applicable. 62% were satisfied, with 25% selecting *neither satisfied or dissatisfied* and 10% indicating dissatisfaction.

Repairs

Overall satisfaction with the repairs & maintenance service rose by 6% to 63%. While this is only a modest improvement, it is encouraging given that the previous year's figure had fallen by 16%. It should also be noted that this question reflects tenants' overall perception of the service and may not relate to a specific repair.



Encouragingly, satisfaction increased across every category compared with last year. The largest improvement was in being told when workers would call, which rose from 58% to 71%.

All respondents were asked about their satisfaction with the cleanliness of the communal areas if applicable. 41% of tenants in General Needs homes were satisfied, 27% were neither satisfied or dissatisfied and 17% declined to answer this question. Only 14% of General Needs tenants expressed dissatisfaction.

Communications

When asked how they last contacted NB Housing 71% said they had been in touch by phone while 15% said they had used text or email. 13% had been in contact in person, usually via the office or resident support worker. (Respondents were able to select more than one option).

25% of tenants in General Needs homes said they had accessed the MyTenancy online portal, up 9% on the previous year. Among Foyer residents, 18% said they had used the portal, compared with none last year. No residents of Holyrood House or McCorry House reported using the service.

57% of respondents were satisfied that NB Housing listens to their views and acts on them, while 21% were dissatisfied and 23% chose neither. Satisfaction was higher for keeping tenants informed about issues affecting them, at 71%, with 21% selecting neither and 8% dissatisfied. Satisfaction with opportunities to take part in decision-making was 59%, with 31% choosing neither and 10% dissatisfied.

When tenants were asked about how they would like NB Housing to contact them about issues that affect them, the most common responses were by letter, phone call, text and email.

Tenant Satisfaction Survey 2025/26 – Results List

Question	Total Satisfaction 24/25	GN	HHE	FF	Total Satisfaction 25/26	Change vs LY
Services provided	70%	70%	67%	91%	72%	+2%
Quality of Home	76%	70%	83%	100%	72%	-4%
Area as place to live	69%	70%	83%	82%	72%	+3%
Rent VFM	73%	72%	83%	27%	69%	-4%
Service Charge VFM	61%	62%	100%	45%	62%	+1%
ASB	55%	55%	50%	91%	57%	+2%
Complaints	52%	57%	67%	82%	59%	+7%
Staff Helpful	77%	86%	83%	100%	86%	+9%
Final Outcome	57%	60%	50%	82%	61%	+4%
Overall Repairs Satisfaction	57%	62%	67%	73%	63%	+6%
Being told when workers would call	58%	70%	100%	82%	72%	+14%
Time taken before work started	61%	65%	67%	82%	66%	+5%
Speed work was completed	63%	67%	83%	82%	69%	+6%
Attitude of workers	75%	79%	83%	73%	79%	+4%
Quality of repair work	68%	72%	83%	82%	73%	+5%
Keeping mess to a minimum	70%	75%	83%	82%	76%	+6%
Repairs service received this occasion	67%	77%	100%	73%	77%	+10%
Communal area Cleanliness	44%	41%	100%	73%	46%	+2%
Communication						
Listens to views	54%	56%	50%	73%	57%	+3%
Keeps informed	68%	71%	67%	73%	71%	+3%
Participation in decision making	57%	59%	50%	73%	59%	+2%

Action Plan & Next Steps

Most figures improved compared with last year. As part of our commitment to continuous service improvement, areas with satisfaction levels below 75% have been identified as priorities for improvement.

Area		Action	By When	By Whom
General perception	Services provided 72% Quality of Home 72% Area as place to live 72% Rent VFM 69% Service Charge VFM 62% ASB 57% Complaints 59%	• Inform of survey results in newsletter • Resources for ASB & Complaints readily available to tenants via print and online • Continue to manage ASB & complaints in line with policies & procedures • ASB Newsletter article • Complaints Newsletter article	Autumn 2026 Ongoing As and when Autumn 2026 Autumn 2026	Corporate Services Team Corporate Services Team Housing & Corporate Services Team Corporate Services Team Corporate Services Team
Contact with NB Housing	Final Outcome 61%	• Customer Experience Panel meetings to analyse why tenants were not satisfied with the final outcome	Ongoing	Community Development Officer
Repairs	Overall Repairs Satisfaction 63% Being told when workers would call 72% Time taken before work started 66%	• Maintenance Team to address this with contractors and monitor improvement • Team to analyse why this is the case and follow up with contractor regarding same • Survey after repair completed	Immediate and Ongoing	Maintenance Team

	Speed work was completed 69% Quality of repair work 73% Communal area Cleanliness 46%	• Newsletter article reminding tenants of repair response times • Communal area advice article in newsletter	Autumn 2026 Autumn 2026	Maintenance Team & Corporate Services Team Maintenance Team & Corporate Services Team
Communication	Listens to views 57% Keeps informed 71% Participation in decision making 59%	• Ensure that letters and email templates reflect NB Housing's brand and values • Regular communication with tenants: 4 x newsletters per year, regular social media & website posts • Customer Experience Panel meetings • Coffee mornings & seasonal activities • Introduction of events calendar on website	Ongoing Quarterly Ongoing Ongoing Ongoing	All departments Corporate Services Team Community Development Officer Community Development Officer Corporate Services Team & Community Development Officer

Next Steps:

→ Seek Board approval on Action Plan: September 2026

→ Communicate Action Plan to all staff at the next staff Brief/ Engagement Session in Sept 2026

→ Communicate results and Action Plan to tenants in Newsletters: Autumn 2026