

Your Views

Tenant Satisfaction Survey 2025/26

About the Survey

Between October and December 2025, many of you took part in an important survey. All tenants were invited to take part in the survey by completing 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 Lambeth and Southwark Housing Association (LSHA) maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing. Tenants who took part were entered into a prize draw, with one winner receiving a £50 shopping voucher.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing LSHA's future strategic and operational planning.

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



133

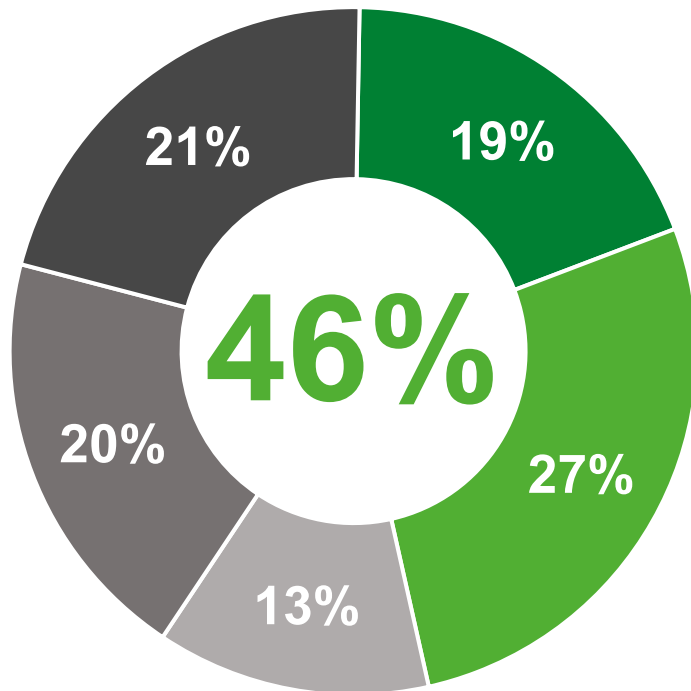
tenants took part
out of a total of 355
(24 by post, 59 by
telephone and 50
online)

A big thank you to everyone who took part!

Overall Service



Around half of tenants are satisfied with the overall service provided by LSHA (**46%**).



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



The Home and Communal Areas



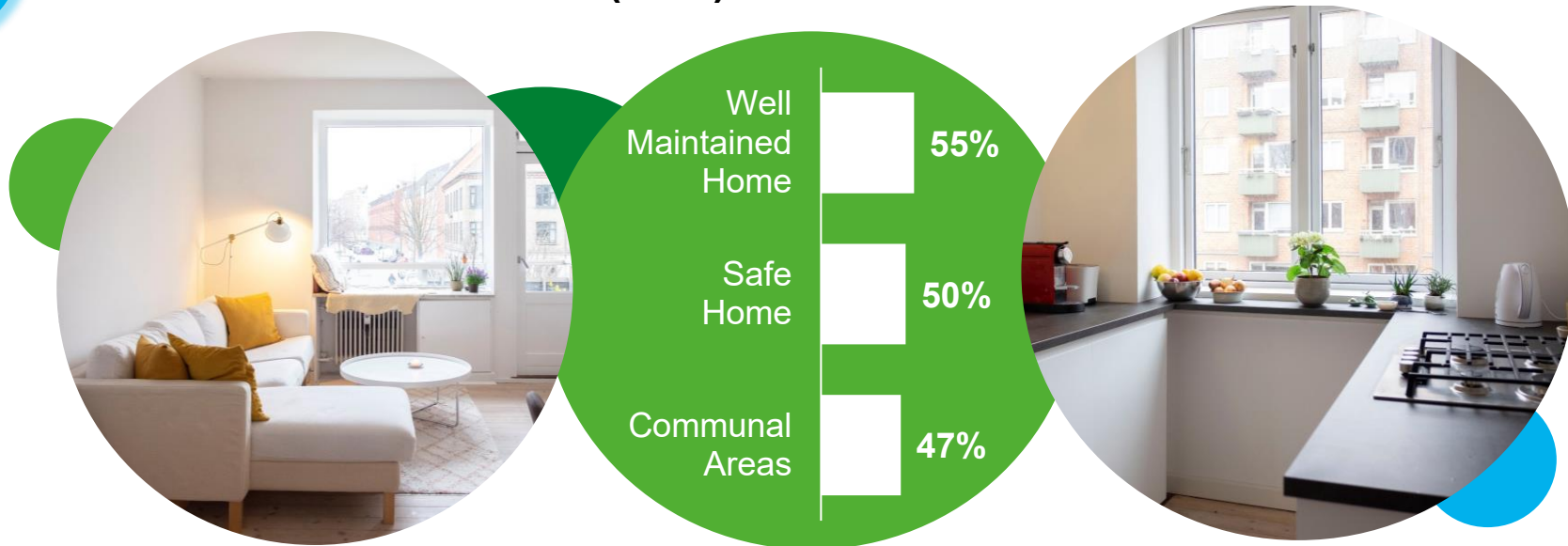
Over half of tenants are satisfied that they are provided with a home that is well maintained (**55%**).



Slightly fewer tenants are satisfied that LSHA provides them with a home that is safe (**50%**).



Around half of tenants with communal areas are satisfied that they are kept clean and well maintained (**47%**).



Repairs Service



Over half of tenants said they had a repair carried out to their home in the last 12 months **(56%)**.



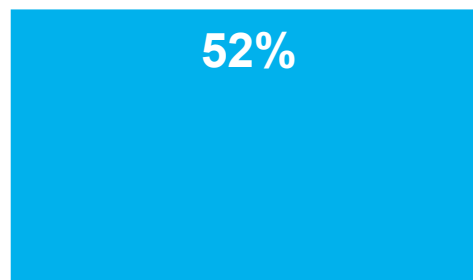
Six out of ten of these tenants are satisfied with the overall repairs service from LSHA over the last 12 months **(59%)**.



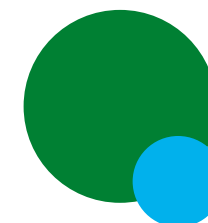
Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(52%)**.



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



The Neighbourhood



Four out of ten tenants are satisfied that LSHA makes a positive contribution to their neighbourhood (**40%**).



Tenants are similarly satisfied with LSHA's approach to handling anti-social behaviour (**42%**).



Positive
Contribution to
Neighbourhood

40%

Approach to
Handling ASB

42%



Communications and Tenant Engagement



Over four out of ten tenants are satisfied that LSHA listens to their views and acts upon them (**44%**).



Six out of ten tenants are satisfied that they are kept informed about things that matter to them (**60%**).



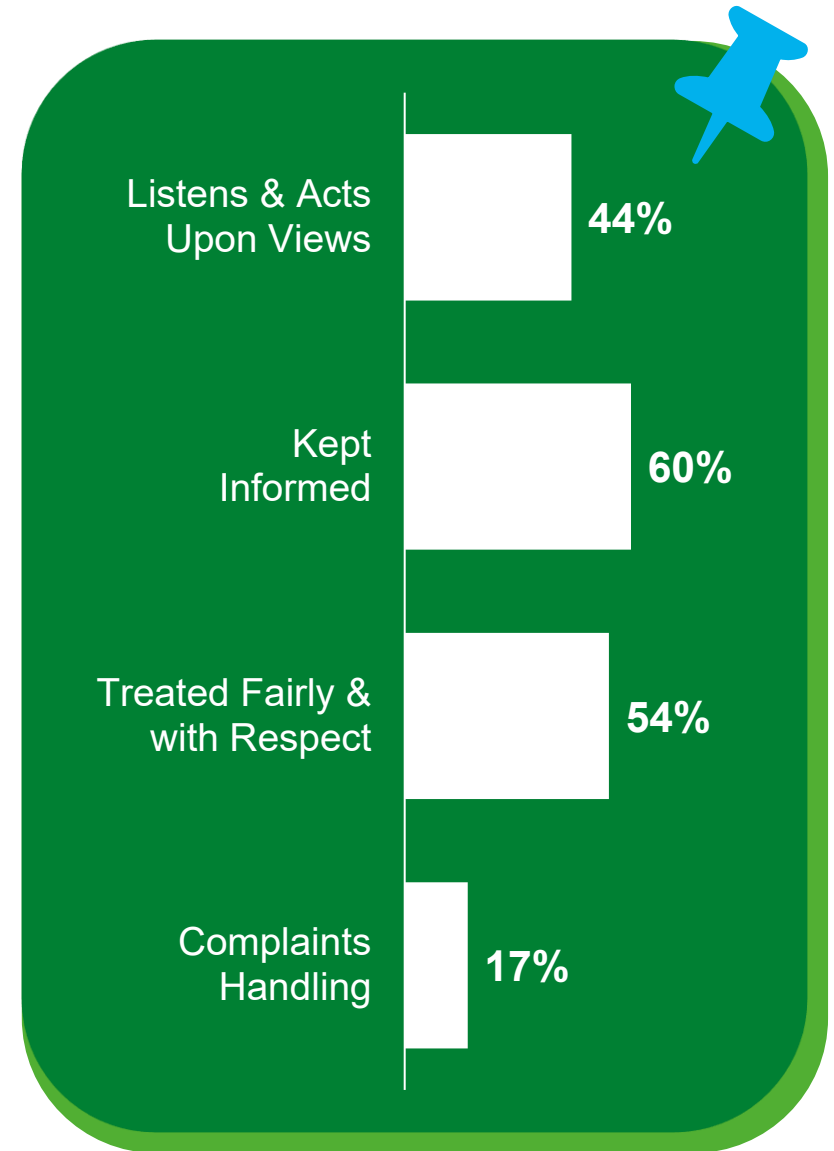
Over half of tenants agree that they are treated fairly and with respect by LSHA (**54%**).



Around four out of ten tenants said they had made a complaint to LSHA in the last 12 months (**44%**).



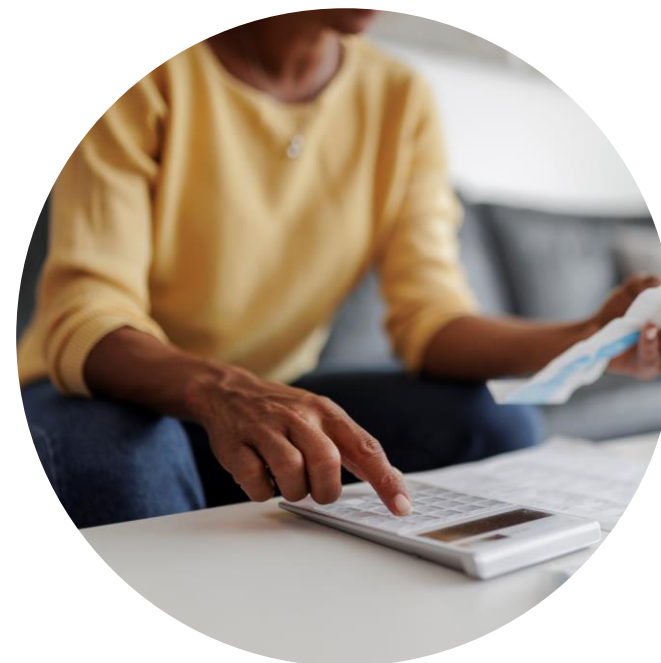
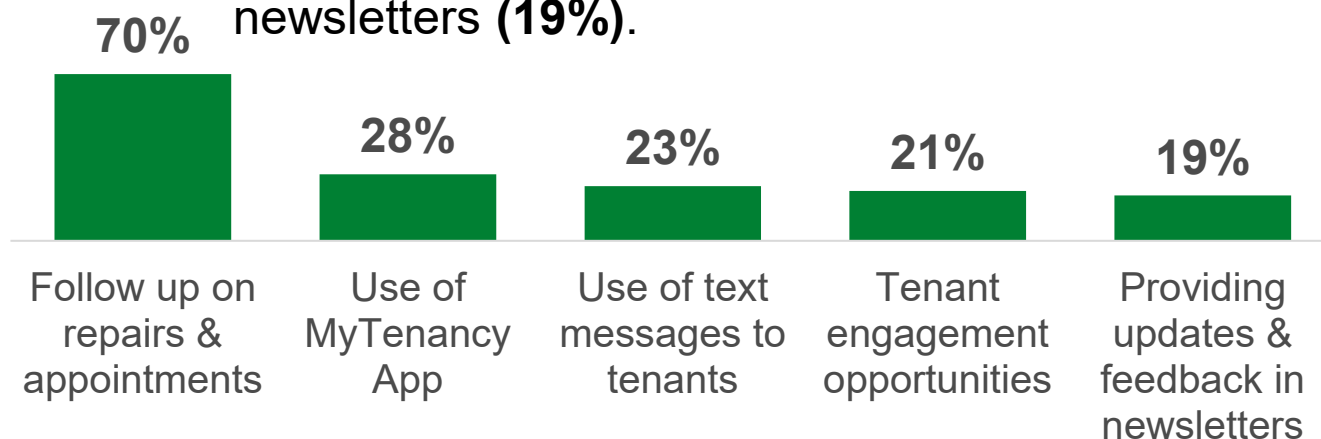
Of these tenants, **17%** are satisfied with LSHA's approach to complaints handling.



Service Priorities and Wellbeing



Tenants were asked what service areas they think LSHA should prioritise over the next three years, and most selected following up on repairs and appointments (**70%**). Tenants would also like improvements to the MyTenancy App (**28%**), text messages to tenants (**23%**), tenant engagement opportunities (**21%**) and newsletters (**19%**).



Over half of tenants are satisfied with the value for money of their rent (**55%**), with fewer satisfied with the value of their service charge (**41%**).



Three out of ten tenants currently have damp or mould issues in their home (**31%**). Of these tenants, **77%** have reported the problem to LSHA.

Recommending LSHA



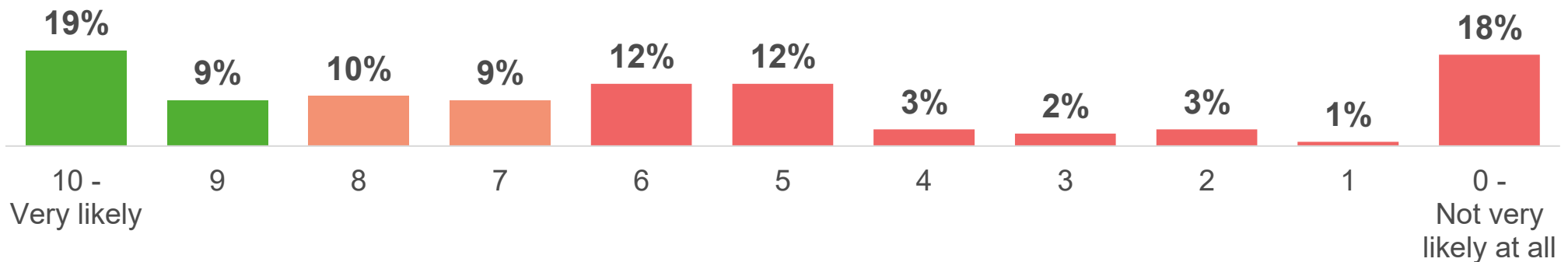
Tenants were also asked how likely they would be to recommend LSHA to other people. This is a 0-10 point rating. Those who would recommend LSHA score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Around three out of ten tenants are very loyal and happy to recommend LSHA to other people (**28%**). However, **19%** of tenants are unsure, and **53%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for LSHA (the percentage of those who would recommend LSHA minus the percentage of those who would not) is **-25**.

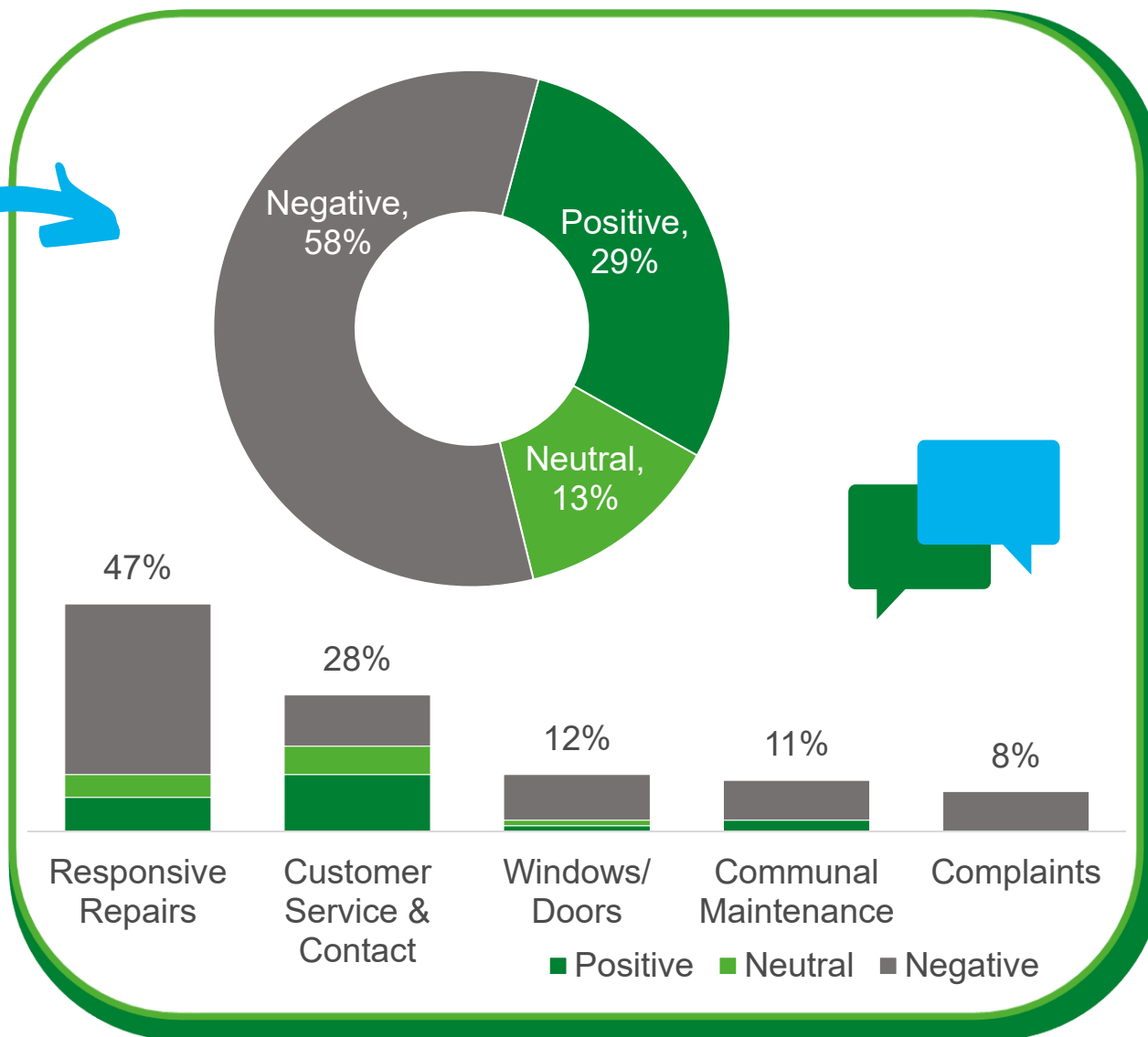


Tenants' Comments

Tenants were asked to describe their specific experiences that have shaped their view of LSHA's service, and 85 comments were received.

Three out of ten of these comments have positive feeling (**29%**), **13%** neutral, and **58%** negative.

The most commonly mentioned category by tenants is responsive repairs (**47%**), followed by customer service and contact (**28%**), windows/doors (**12%**), communal maintenance (**11%**), complaints (**8%**) and damp (**6%**).



Your Views

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



Publish findings to
tenants



Use findings to plan
and improve service,
such as customer
service, repairs and
communal areas



Involve tenants in
shaping service
improvements

