

Tenant Satisfaction Survey 2025/26

About the Survey

Between June 2025 and March 2026, many of you took part in an important survey. A representative sample of tenants were called and invited to take part in a telephone interview.

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 Croydon Council maintains your home 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 Croydon Council's future strategic and operational planning.

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



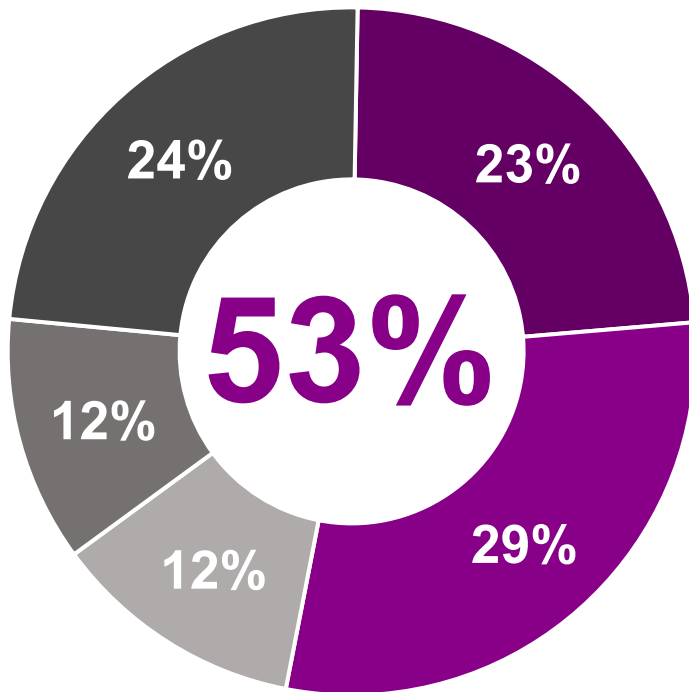
1,510
tenants took part
out of a total of
around 12,900
households

A big thank you to everyone who took part!

Overall Service



Around half of tenants are satisfied with the overall service provided by Croydon Council's Housing Service (**53%**).



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



The Home and Communal Areas



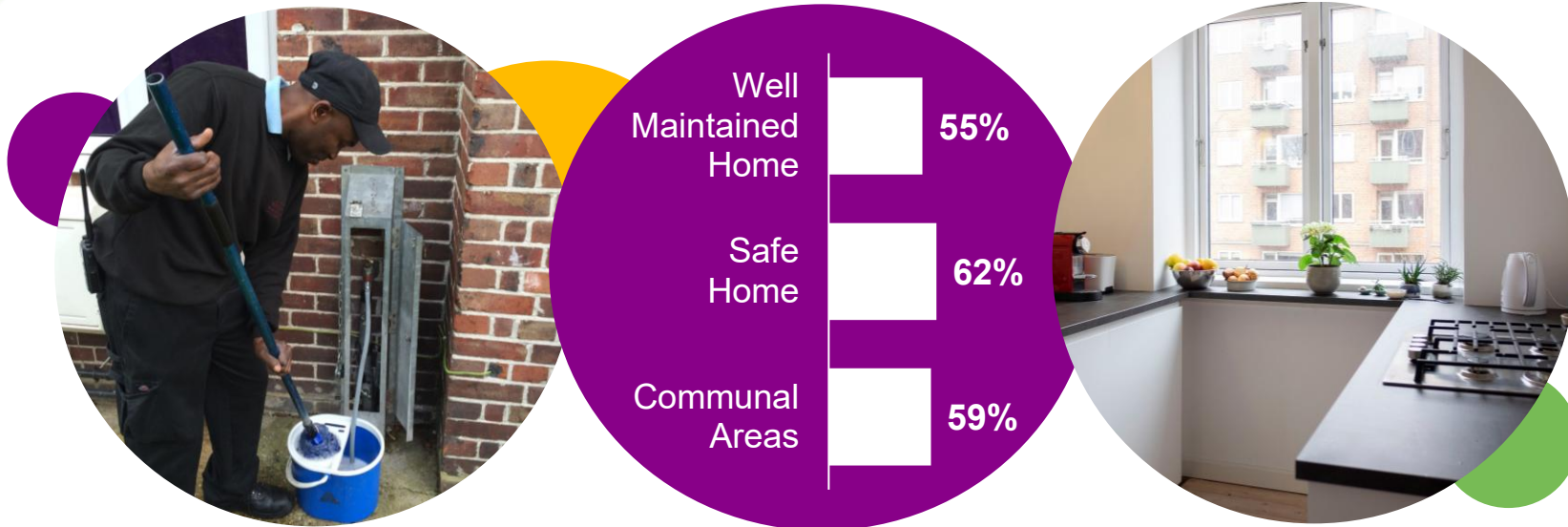
Over half of tenants are satisfied that they are provided with a home that is well maintained (**55%**).



Slightly more tenants are satisfied that Croydon Council provides them with a home that is safe (**62%**).



Six out of ten tenants with communal areas are satisfied that Croydon Council keeps these areas clean and well maintained (**59%**).



Repairs Service



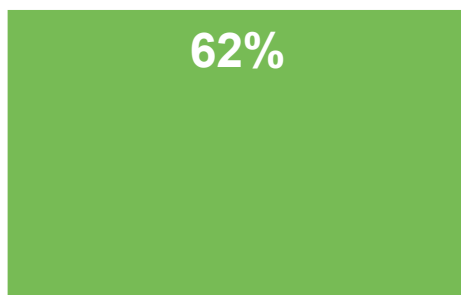
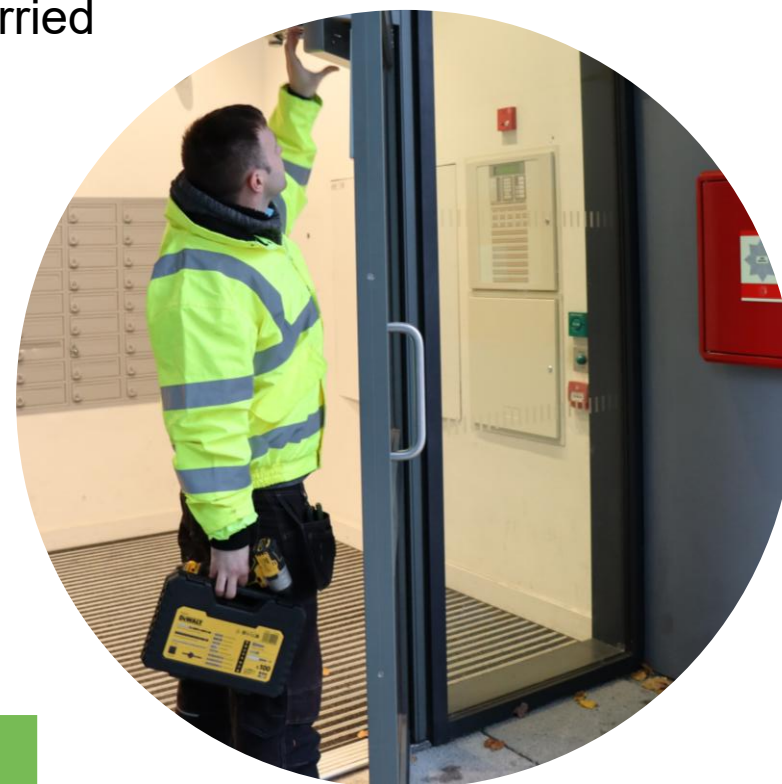
Two-thirds of tenants said they had a repair carried out to their home in the last 12 months (**67%**).



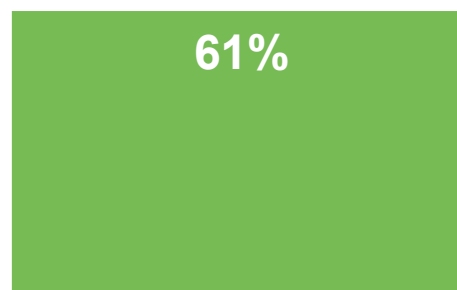
Around six out of ten of these tenants are satisfied with the overall repairs service over the last 12 months (**62%**).



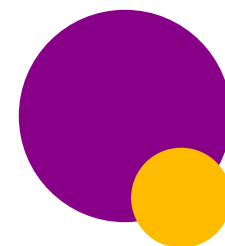
Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it (**61%**).



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



The Neighbourhood



Six out of ten tenants are satisfied that Croydon Council makes a positive contribution to their neighbourhood (**59%**).



Slightly fewer tenants are satisfied with Croydon Council's approach to handling anti-social behaviour (**53%**).



Communications and Tenant Engagement



Over four out of ten tenants are satisfied that Croydon Council listens to their views and acts upon them (**45%**).



Two out of three tenants are satisfied that Croydon Council keeps them informed about things that matter to them (**66%**).



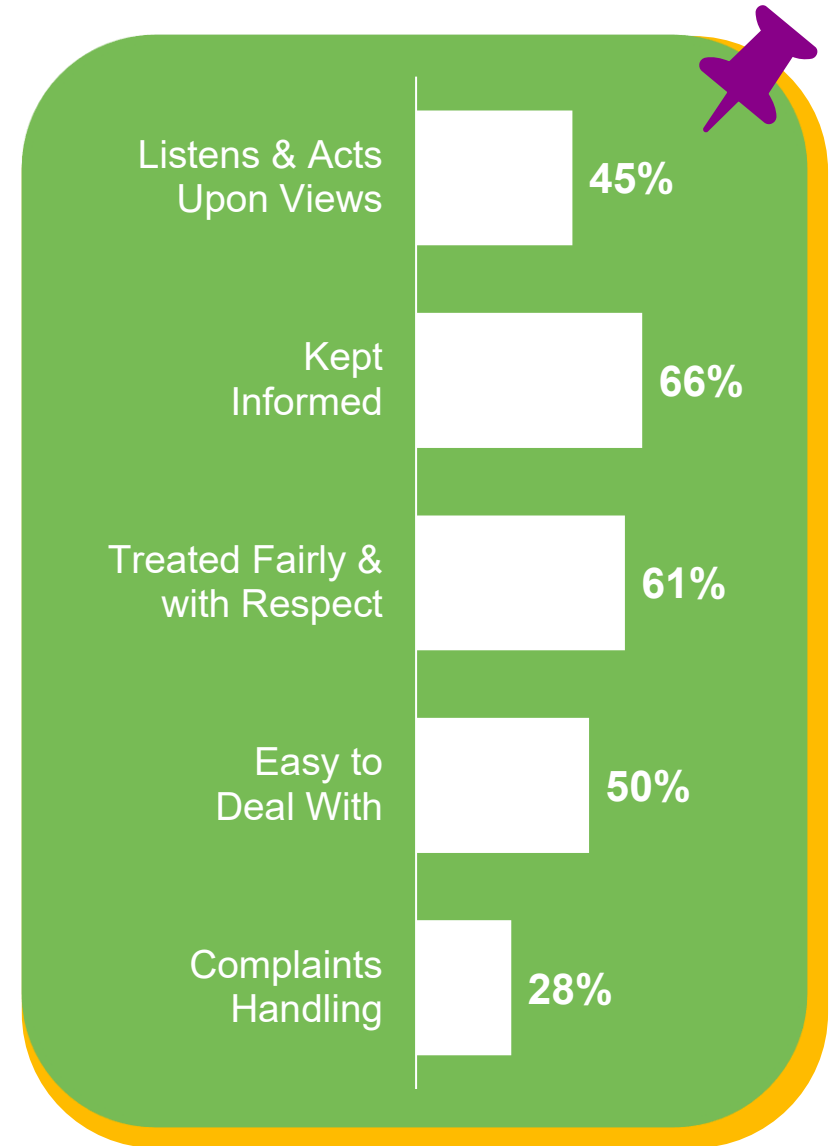
Six out of ten tenants also agree that Croydon Council treats them fairly and with respect (**61%**).



Half of tenants are satisfied that Croydon Council is easy to deal with (**50%**).



Around three out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling (**28%**).

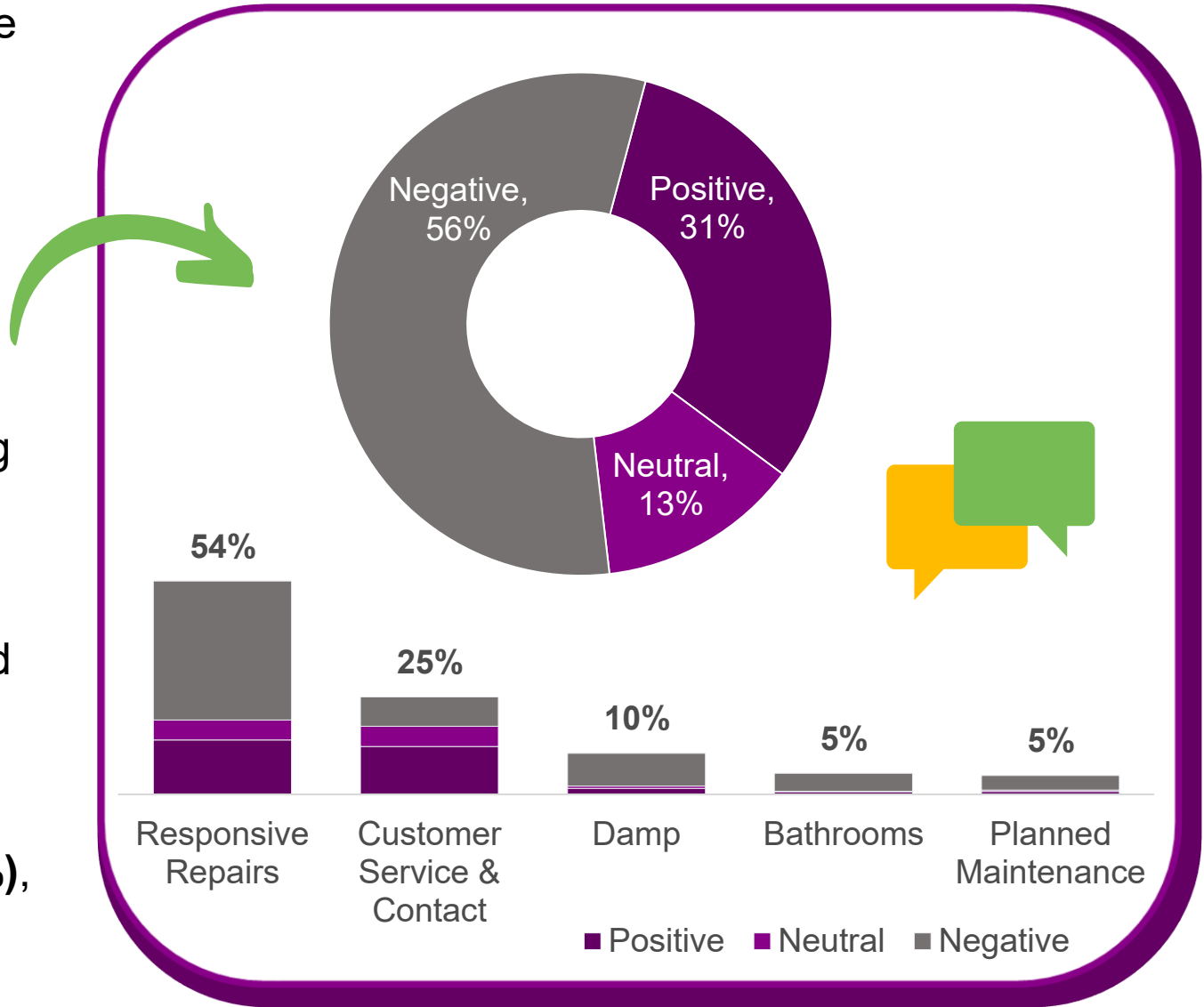


Tenants' Comments

Tenants were asked to describe their specific experiences that have shaped their view of Croydon Council's Housing Service, and 1,464 comments were received.

Three out of ten of these comments have positive feeling (**31%**), **13%** neutral, and **56%** negative.

The most commonly mentioned category by tenants is responsive repairs (**54%**), followed by customer service and contact (**25%**), damp (**10%**), bathrooms (**5%**), and planned maintenance (**5%**).



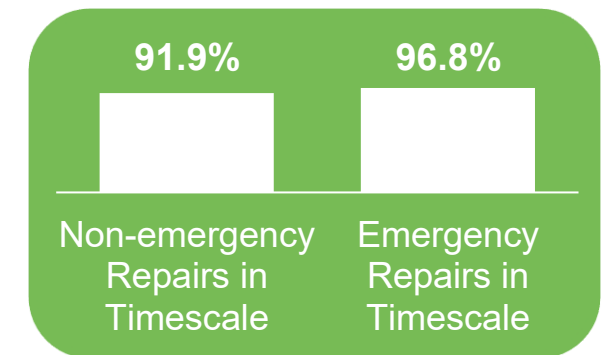
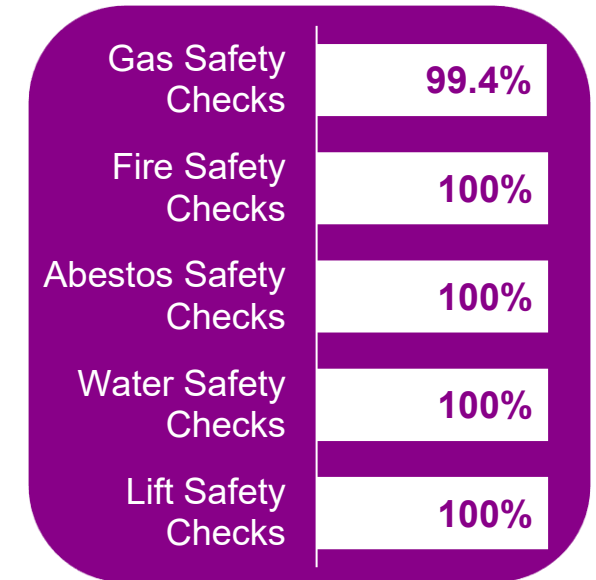
Summary of Tenant Satisfaction Measures (TSMs)

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	52.8%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	62.0%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	60.7%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	55.4%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	62.2%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	45.3%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	65.5%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	60.5%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	27.6%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	59.4%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	59.2%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	52.5%

TSM Management Information: Safety and Repairs

The following two pages include a summary of the TSMs generated from Croydon Council's management information. It is important to note that these measures were not questions asked in the survey but are taken from data available to Croydon Council.

BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.4%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%
RP01	Proportion of homes that do not meet the Decent Homes Standard.	3.7%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale (30 working days).	91.9%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale (24 hours).	96.8%



TSM Management Information: Complaints and ASB

CH01 (1)	Number of stage one complaints received per 1,000 homes.	100.5
CH01 (2)	Number of stage two complaints received per 1,000 homes.	21.3
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	58.7%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	20.4%
NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes.	9.7
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.2



Your Views

Croydon Council 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 Croydon Council does to involve you in developing services. As well as publishing the results of the survey, Croydon Council plans to put the findings to good use by working with tenants to further improve the services provided.



TSM Summary of Approach

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

A summary of achieved sample size (number of responses)	1,510
Timing of survey	23/06/2025 to 25/03/2026
Collection method(s)	Telephone interview
Sample method	Randomly selected sample, with quotas set
Summary of the assessment of representativeness of the sample against the relevant tenant population	Quotas were set on tenure type, age group, property type and area to ensure representativeness
Details of any weighting applied to generate the reported perception measures	No weighting applied
Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	None
Reasons for any failure to meet the required sample size requirements	Required sample size has been met
Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

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