

Housing priorities survey

October 2025

Background

It was agreed in Autumn 23 to find out which service areas were of most importance to our tenants for the coming year. The results from this helped decision making around spending in 2024/25 and improving the services tenants deemed to be the highest priority. This survey has been repeated in November/December 2024 with similar results. A revised survey has been conducted in September/October 2025.

The survey was directed at council tenants only and was promoted in the following ways:

- Posters in blocks
- Door-knocking / flyers through doors
- Utilising surgeries and other estate-based events
- Open House (QR code and phone number)
- Two direct emails to those with an email address
- Phone calls conducted by repairs contact centre

Surveys were completed online directly by the tenant or via a member of staff asking the questions (paper surveys were only used if there were connectivity issues).

A door knocking exercise was planned to ensure we achieved responses from different property types across the borough. Interim results were run regularly to enable the resident involvement team to re-focus as needed.

Survey Questions

This was a short survey. The key question asked respondents to look at the following list and rank items in priority order:

- Improved caretaking and cleaning service
- Tackling anti-social behaviour and improved security
- Improved grounds maintenance
- Improved repairs service
- Planned maintenance works to your home
- More support to help residents live well
- Support for community connection and activities

Parking was removed as an option this year. Two new categories were added - support for individual resident wellbeing and support for community cohesion.

There were also further questions this year regarding Open House newsletter - if it was received and, if so, read and whether residents would like to receive it online.

The survey was anonymous, but tenants were asked to provide their postcode and property type and were given the option to complete demographic questions. This helped us to ensure that we obtained a range of opinions from across our tenant population and could provide more detailed analysis as required.

See Appendix 1 for more information on area and accommodation split and Appendix 2 for the demographic profile.

Survey results

A total of 962 surveys were completed, over 300 more than in 2024.

Tenants' priorities are shown below across all responses and with a breakdown for those who receive caretaking/grounds maintenance services (flats/maisonettes/sheltered) and those that don't (houses/bungalows).

Final Ranking	All responses	House / Bungalow	Flat / Maisonette / Sheltered
1	Repairs	Repairs	Repairs
2	Planned maintenance	Planned maintenance	Caretaking
3	ASB	ASB	Planned maintenance
4	Caretaking	Individual support	ASB
5	Grounds maintenance	Community support	Grounds maintenance
6	Individual support	Grounds maintenance	Individual support
7	Community support	Caretaking	Community support

The grid below shows the average scores (low scores denote higher priority) giving a more detailed view of the level of support for each service.

The repairs service was the top priority across all accommodation types (59% of tenants ranked repairs as their first or second priority compared with 11% for community support). Whilst still a clear top priority, the support was slightly lower than in previous years. Support for ASB has been consistent and is still high, however, it has now just dropped below planned maintenance. The combined results may be affected by property representation – this year more tenants in houses were surveyed.

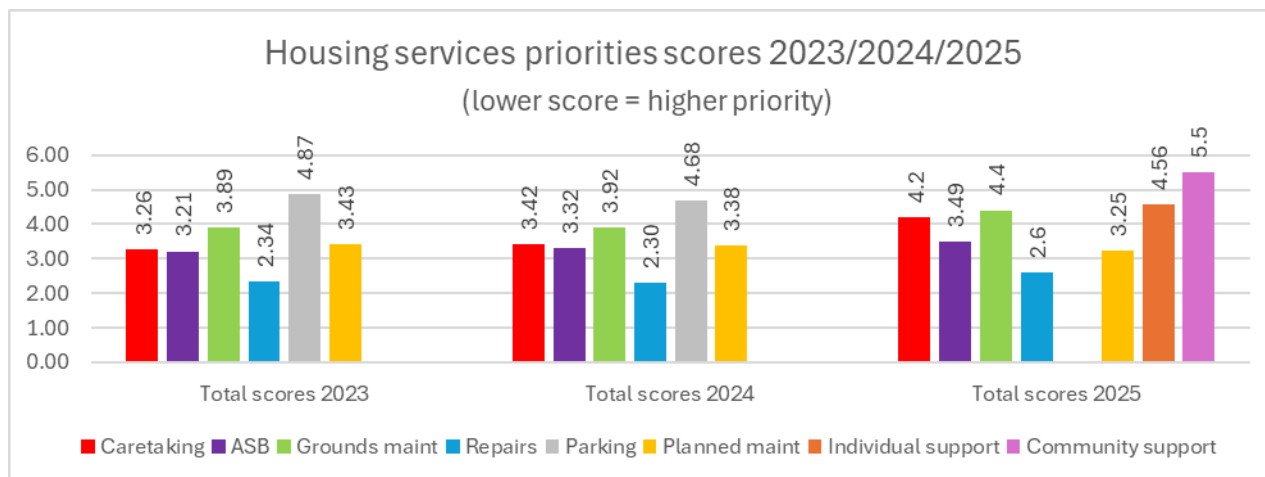
For flats, after repairs, support for caretaking, planned maintenance and ASB is almost evenly split. Support for both the new categories was low.

For houses, planned maintenance receives strong support behind repairs, with ASB lower placed. Understandably, these tenants placed grounds maintenance and caretaking in 6th/7th places. With individual and community support above these.

	Caretaking	ASB	Grounds maint	Repairs	Planned maint	Individual support	Community support
House/bungalow	5.63	3.39	4.95	2.34	2.77	4.00	4.92
Flat/Mais/Shelt	3.48	3.54	4.12	2.74	3.49	4.83	5.80
All	4.20	3.49	4.40	2.60	3.25	4.56	5.50

Comparison with results from 2023 and 2024

The chart below shows the average scores, indicating levels of support for each service area year on year.



The following grids show the breakdown into the groups who do/do not receive caretaking and grounds maintenance services.

For house/bungalow occupants, repairs, planned maintenance and ASB have remained in the top three spots in the same order.

House/bungalow	2023		2024		2025	
	Scores	Rank	Scores	Rank	Scores	Rank
Caretaking	4.89	6	5.09	6	5.63	7
ASB	3.33	3	3.19	3	3.39	3
Grounds maint	3.88	4	4.18	5	4.95	6
Repairs	2.10	1	2.05	1	2.34	1
Parking	4.23	5	4.08	4	0	NA
Planned maint	2.58	2	2.41	2	2.77	2
Individual support	0	NA	0	NA	4.00	4
Community support	0	NA	0	NA	4.92	5

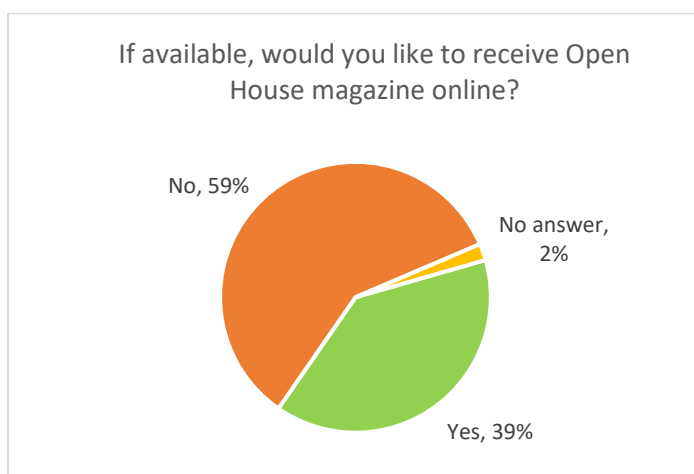
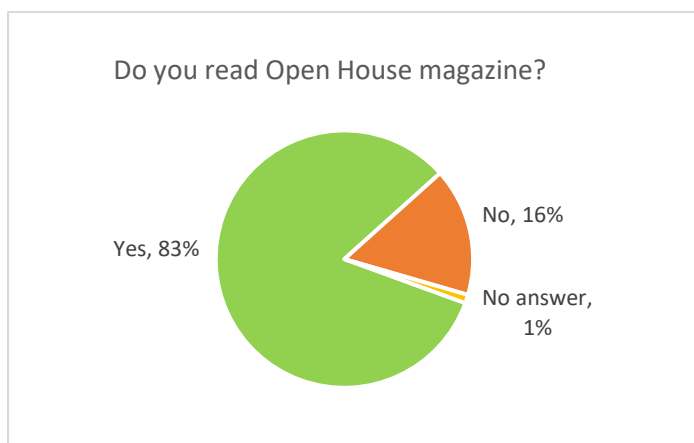
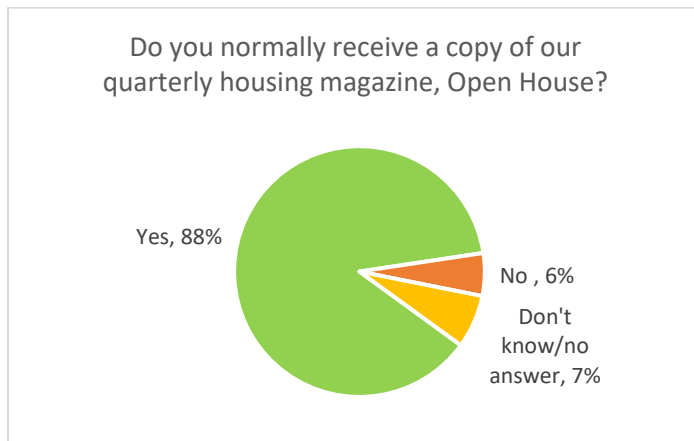
For those in flats/maisonettes/sheltered, planned maintenance has switched places with ASB for 3rd place, behind repairs and caretaking.

Flat/maisonette/sheltered	2023		2024		2025	
	Scores	Rank	Scores	Rank	Scores	Rank
Caretaking	2.87	2	2.86	2	3.48	2
ASB	3.19	3	3.36	3	3.54	4
Grounds maint	3.90	5	3.83	5	4.12	5
Repairs	2.39	1	2.38	1	2.74	1
Parking	5.02	6	4.87	6	0	NA
Planned maint	3.64	4	3.69	4	3.49	3
Individual support	0	NA	0	NA	4.83	6
Community support	0	NA	0	NA	5.80	7

Open House newsletter questions

Respondents were asked if they normally receive a printed copy of our quarterly housing magazine, Open House. 88% of survey respondents advised that they received the newsletter and 83% of those said that they read it.

The final question was in respect of an online version of Open House and if they would like to receive this if available. This was less conclusive, with 39% saying they would like this option.



Appendix 1

Property and area breakdown for completed surveys

Breakdown by property type and ward, with housing stock comparisons

Ward	House	Maisonette	Flat	Bungalow	Sheltered accommodation	Total	% of survey completions, by ward	HRA stock ward distribution
Addiscombe East		2	6		6	14	1.5%	2.4%
Addiscombe West			16		7	23	2.4%	2.0%
Bensham Manor	3	3	9			15	1.6%	1.0%
Broad Green	23	9	23		3	58	6.0%	6.8%
Coulsdon Town	4	1	1			6	0.6%	1.3%
Crystal Palace & Upper Norwood	9	13	29		3	54	5.6%	5.0%
Fairfield	2		14			16	1.7%	2.0%
Kenley	2		8	1		11	1.1%	1.8%
New Addington North	61	27	48		19	155	16.1%	15.1%
New Addington South	40	10	36			86	8.9%	9.5%
Norbury & Pollards Hill	25				1	26	2.7%	3.0%
Norbury Park	8	2	6		15	31	3.2%	2.7%
Old Coulsdon	14		9	8	2	33	3.4%	3.4%
Park Hill & Whitgift					2	2	0.2%	0.2%
Purley & Woodcote	1		8			9	0.9%	0.6%
Purley Oaks & Riddlesdown	1		3			4	0.4%	0.6%
Sanderstead	16	2	4	3	3	28	2.9%	1.7%
Selhurst	15	7	21	1	2	46	4.8%	6.2%
Selsdon & Addington Village	9		8			17	1.8%	2.4%
Selsdon Vale & Forestdale	1					1	0.1%	0.2%
Shirley North	26	16	15	3	3	63	6.5%	5.5%
Shirley South	5	4	33	1		43	4.5%	4.9%
South Croydon	1		14			15	1.6%	1.1%
South Norwood		4	24	1	8	37	3.8%	4.3%
Thornton Heath	18		13		5	36	3.7%	4.2%
Waddon	14	10	55		6	85	8.8%	7.9%
West Thornton	2	1	9			12	1.2%	2.0%
Woodside	4	5	20		4	33	3.4%	2.0%
Blank/OOB			2		1	3	0.3%	0.2%
Total		304	116	434	18	90	962	100.0%
% completions, by prop. type		31.6%	12.1%	45.1%	1.9%	9.4%	100.0%	
Prop types as a % HRA stock		36%	12%	41%	2%	9%	100%	

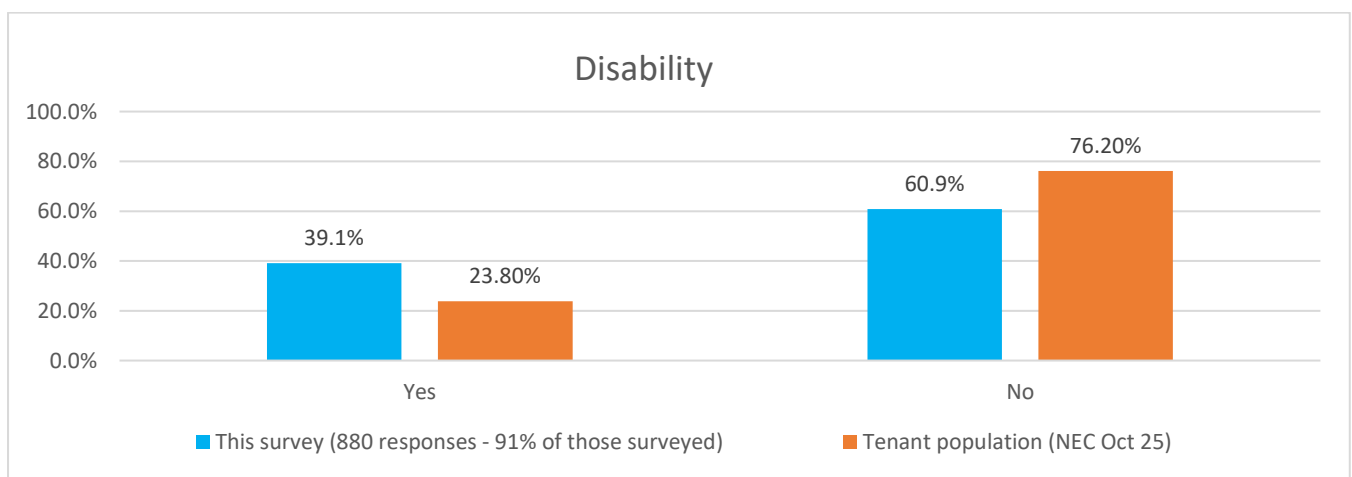
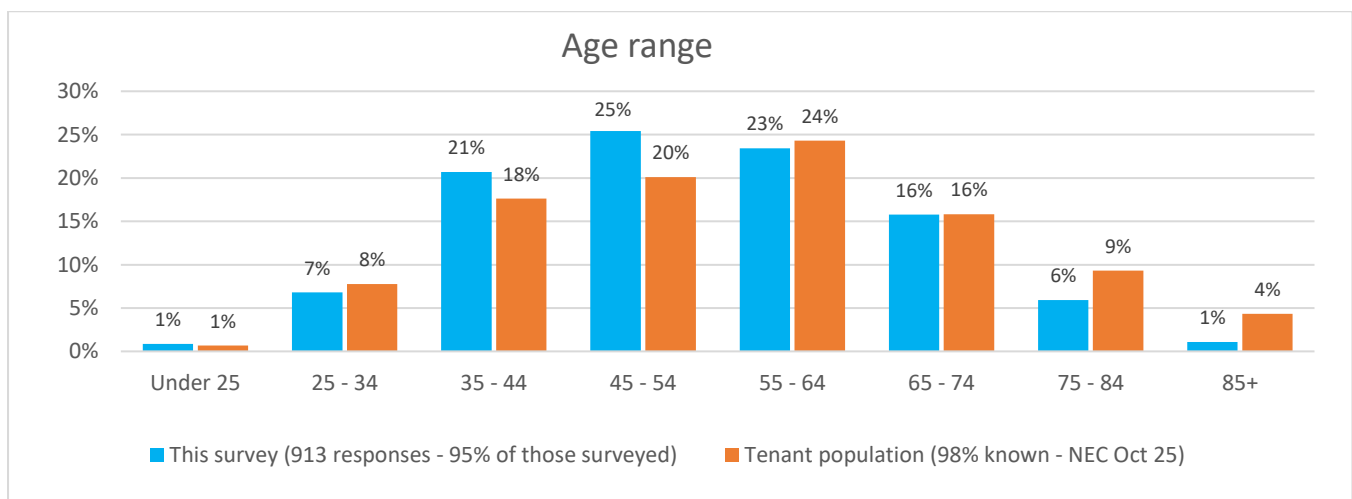
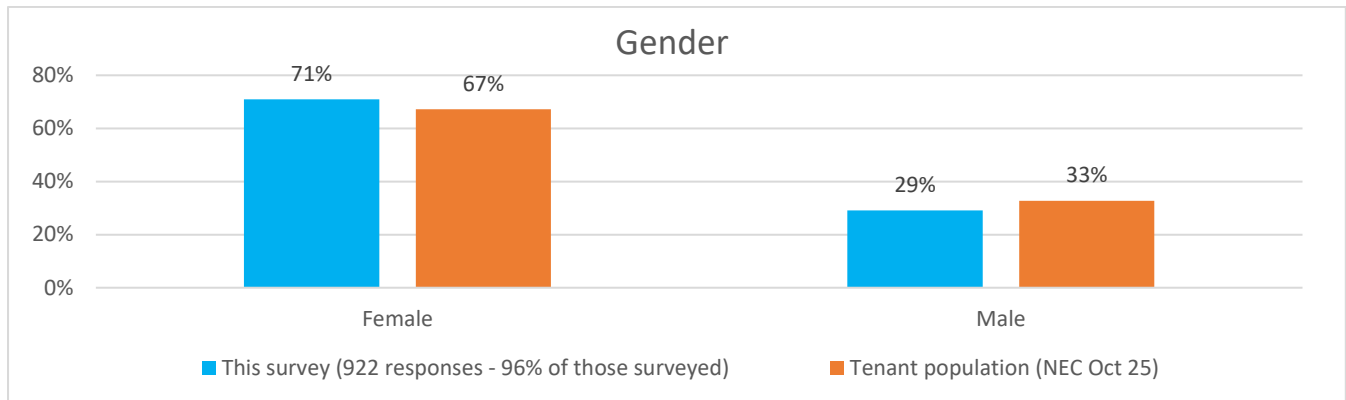
We achieved very good representation across wards and property types and between general needs/sheltered accommodation. This was achieved through close monitoring throughout the survey period, maintaining a flexible approach and redirecting resources as needed.

Appendix 2

Demographic profile of respondents

The information below is provided to demonstrate level of survey completion for different groups. Comparison with the whole tenant population (NEC Oct 25) is included.

Completion of demographic information was optional. Percentage completion rates are included on each graph.



Ethnicity

Description of ethnic origin	This survey (962 responses - includes PNTS)	Tenant population (87% known, includes PNTS - NEC Oct 25)
Any oth Black/African/Caribbean backgrnd	1.4%	3.9%
Any other Asian background	1.9%	3.7%
Any other ethnic group	2.2%	2.3%
Any other Mixed/Multi ethnic background	2.7%	1.2%
Any other White background	4.4%	3.4%
Asian/Asian British: Bangladeshi	0.9%	0.8%
Asian/Asian British: Chinese	0.1%	0.2%
Asian/Asian British: Indian	1.6%	1.6%
Asian/Asian British: Pakistani	1.0%	1.6%
British Black African	13.3%	17.5%
British Black Caribbean	11.1%	17.3%
Mixed/Multiple: White & Black Caribbean	2.7%	2.1%
Mixed/Multiple: White and Asian	1.2%	0.5%
Mixed/Multiple: White and Black African	1.5%	0.7%
Other ethnic group: Arab	0.1%	0.0%
White: British	42.5%	37.2%
White: Irish	1.9%	0.8%
Prefer not to say (PNTS)	9.6%	5.1%
	100.0%	100.0%