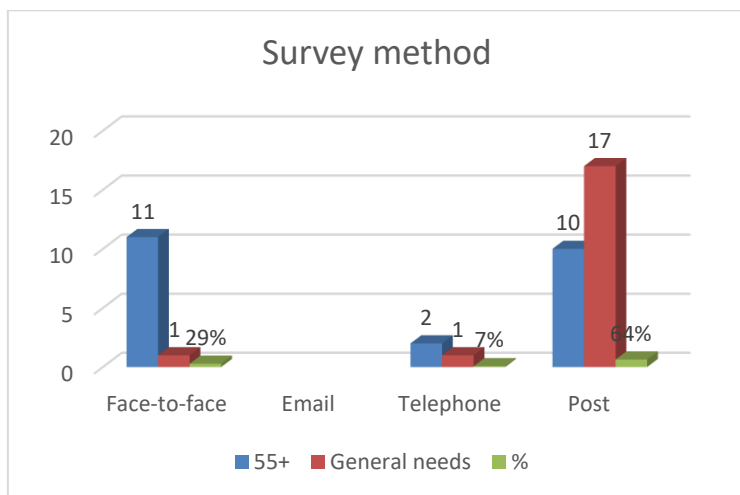




Tenant Satisfaction Survey 2025

In July, we carried out the annual Tenant Satisfaction Survey which asked for information about your views regarding our standards. We offered various ways to carry out the survey including face-to-face, via email or post.



Most tenants chose to complete their surveys via post with 64% returned using this method.

A big **'thank you'** to all of those that completed the survey, which has helped us to see the diversity of ideas from our tenants, how well we are doing with services we provide and where we need to improve.

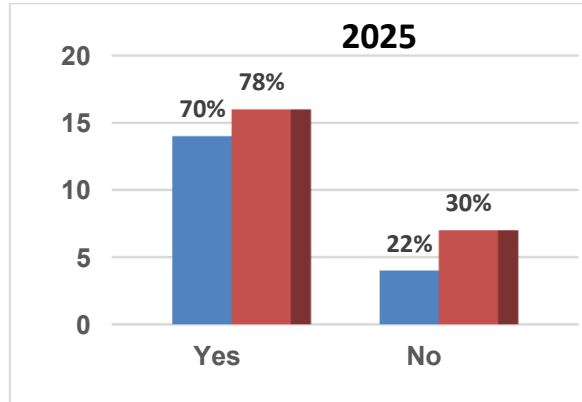
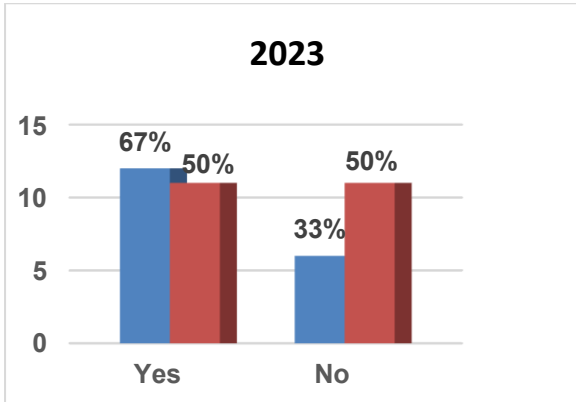
Within this feedback we have shown the results from this survey and the previous survey from 2023. This enables us to see if any of the areas have improved or where we need to focus further. We hope you find the results of this survey interesting, and should you wish to add any further comments, or have any questions, please let us know.

We have separated the responses by the 55+ scheme and the remainder of the properties as General Needs.

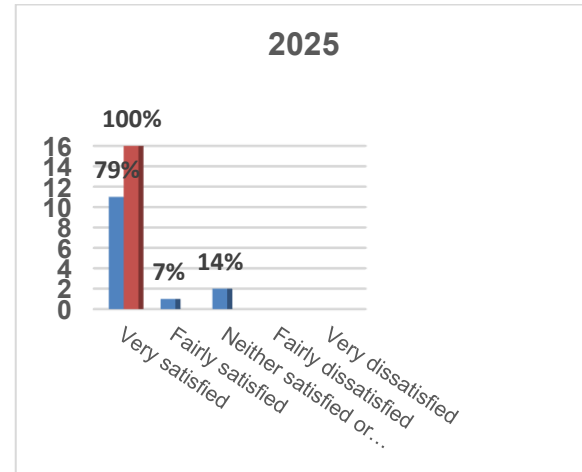
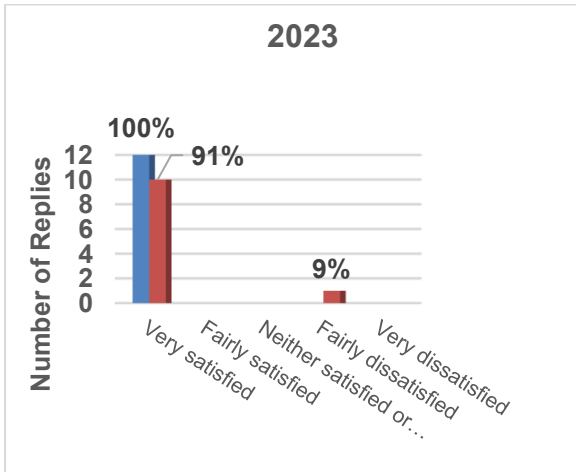
General needs responses are in blue
55+ scheme in red

Satisfaction with Repairs TP02

We asked, has St Peter’s carried out a repair to your home in the last 12 months.

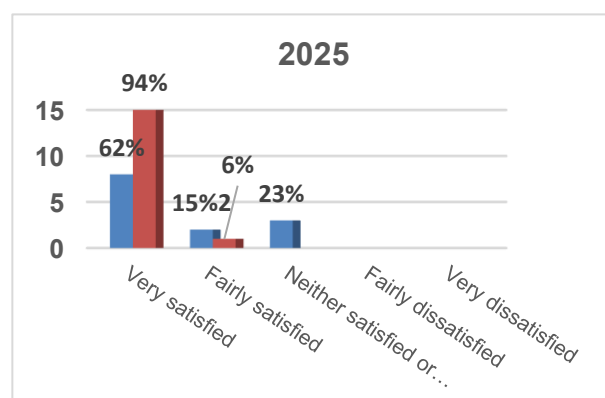
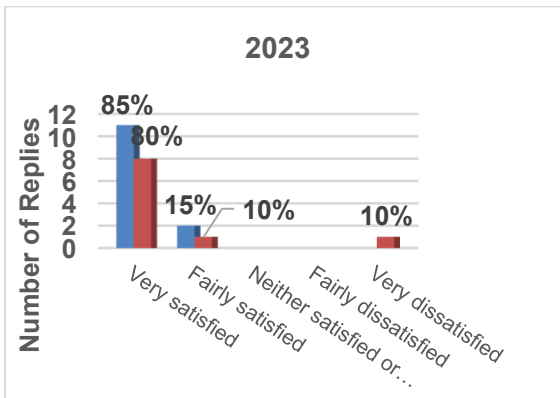


If yes, how satisfied or dissatisfied are you with the overall repairs service from St Peter’s over the last 12 months.



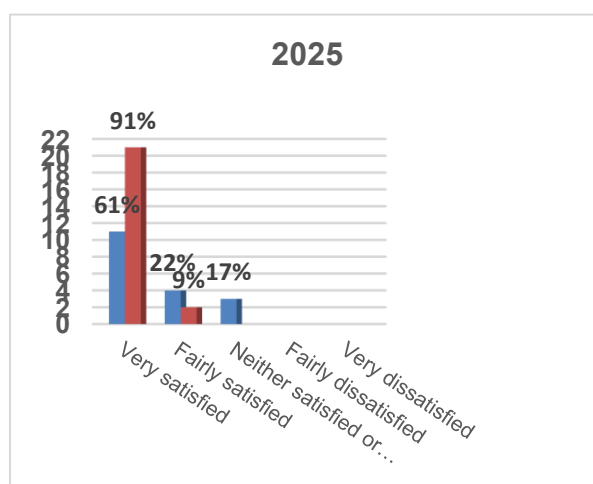
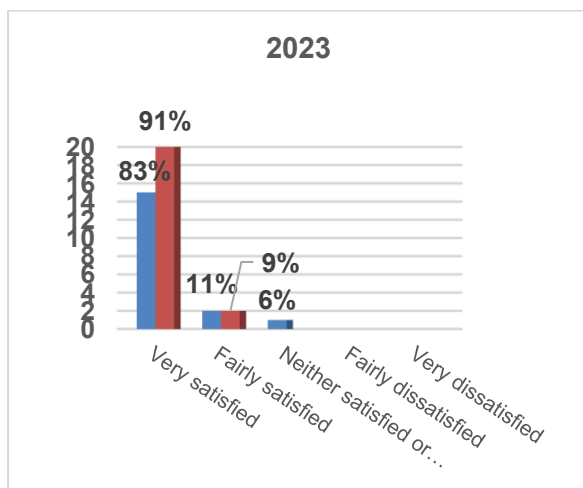
Satisfaction with repairs remains high and improved with general needs from 2023

Satisfaction with time taken to complete most recent repair after you reported it



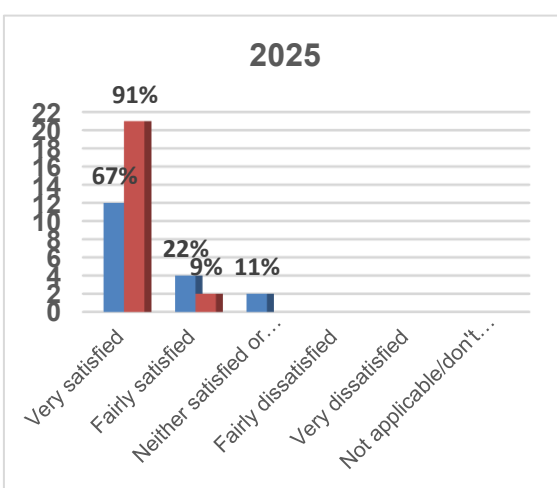
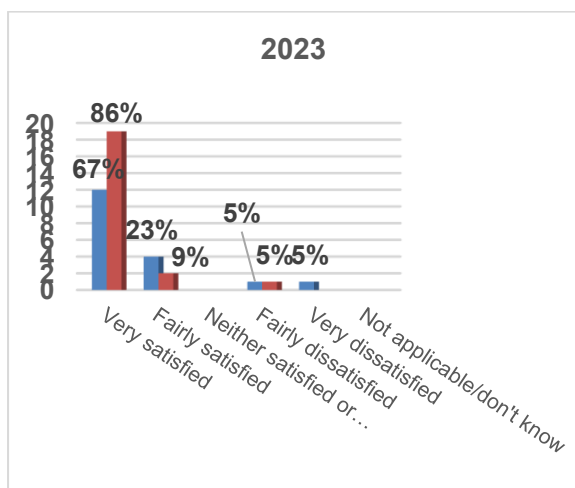
Most tenants reported they are satisfied with the time taken for their repairs to be completed

We asked, how satisfied or dissatisfied are you that St Peter's provides a home that is well maintained.



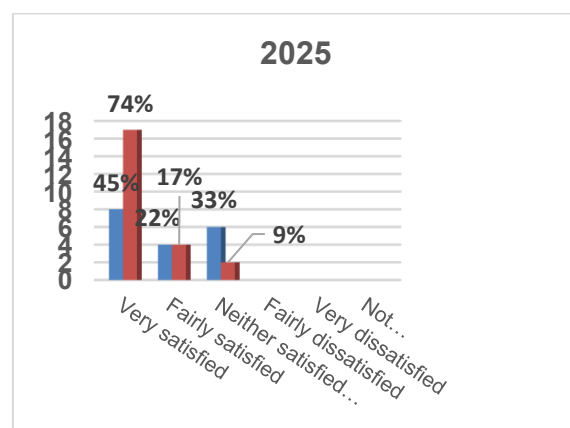
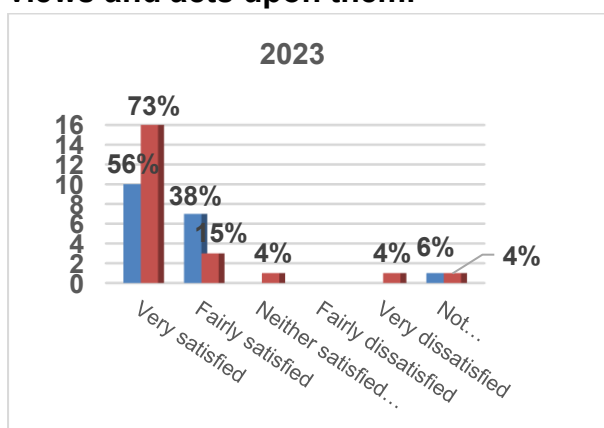
General needs responses show a reduction in satisfaction that homes are well maintained

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that St Peter's provides a home that is safe.



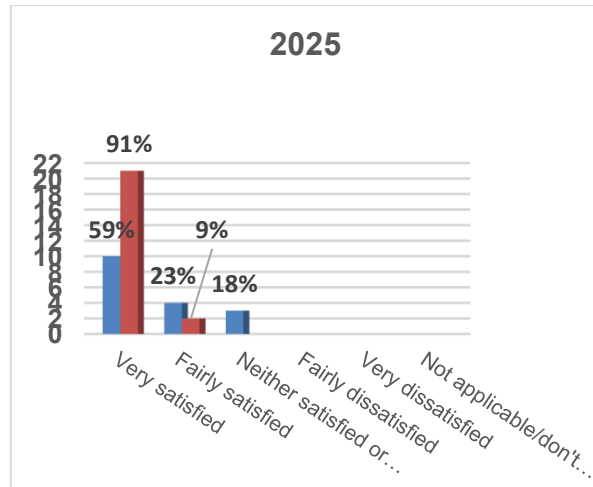
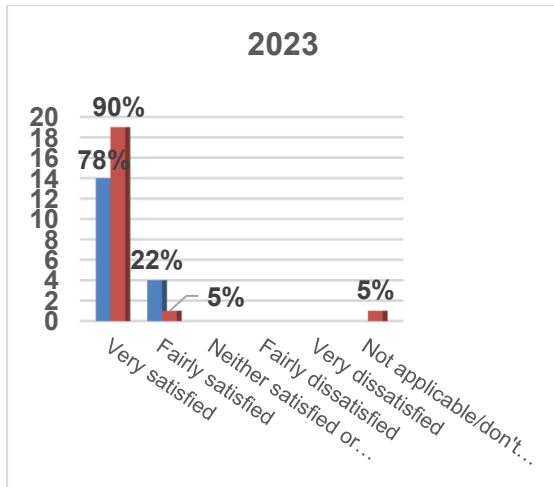
Most tenants reported they feel safe in their homes.

We asked, how satisfied or dissatisfied are you that St Peter's listens to your views and acts upon them.

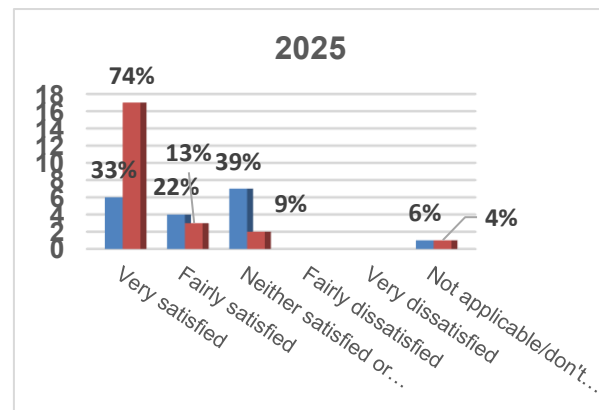
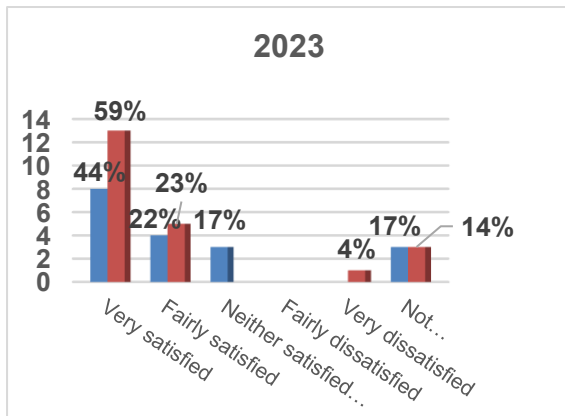


There has been improvement in this area with more tenants reporting satisfaction that their views are heard and we act upon them.

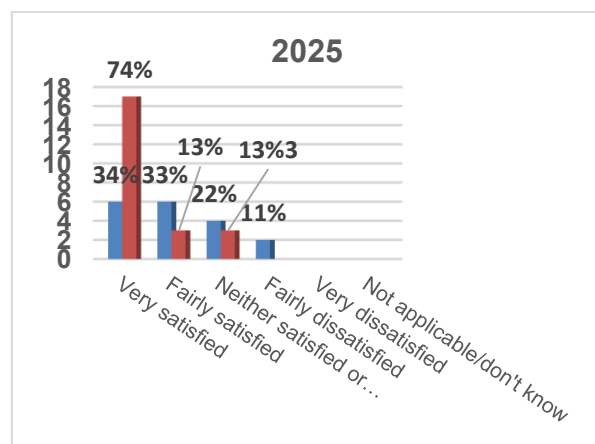
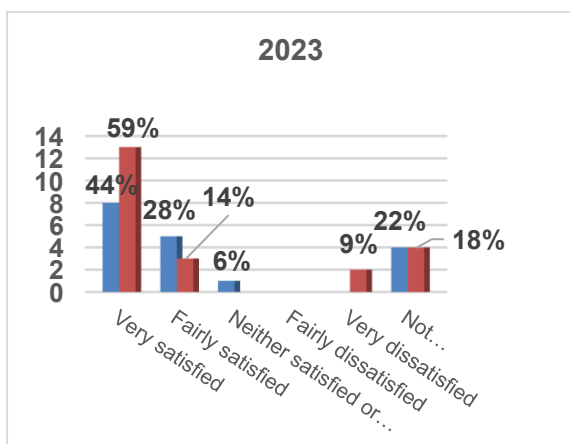
We asked, how satisfied or dissatisfied are you that St Peter’s keeps you informed about things that matter to you.



We asked, how satisfied or dissatisfied are you that St Peter’s makes a positive contribution to your neighbourhood.

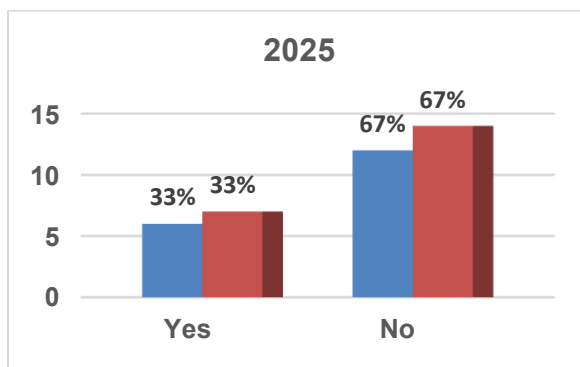
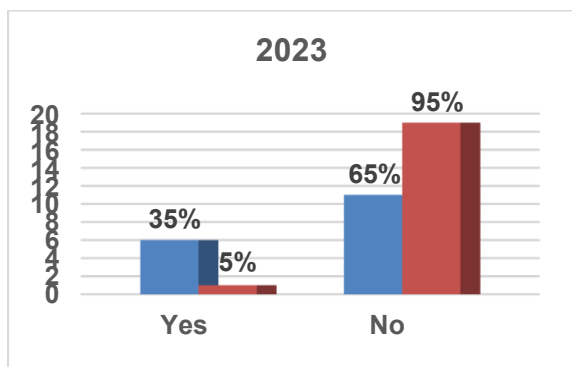


We asked, how satisfied or dissatisfied are you with St Peter’s approach to handling anti-social behaviour.

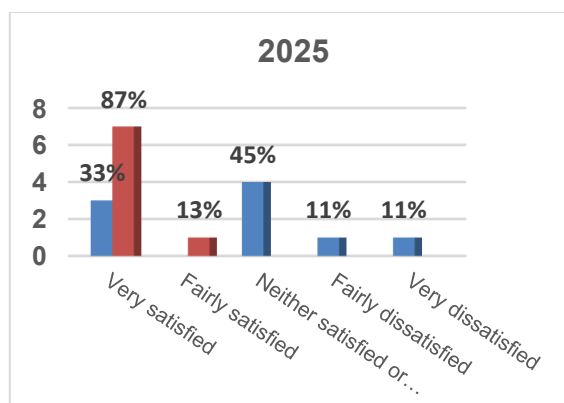
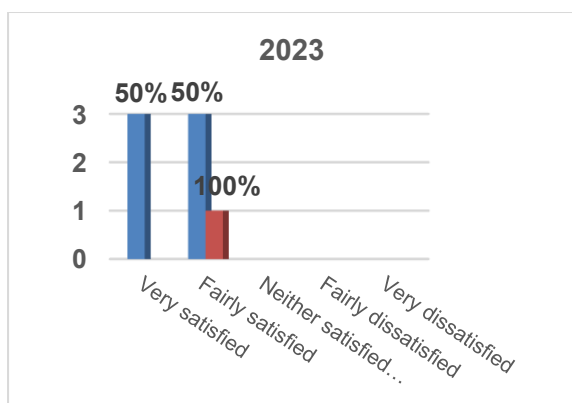


There has been an improvement in satisfaction with the way St Peters approach to dealing with anti-social behaviour

We asked, have you made a service complaint to St Peter's in the last 12 months.

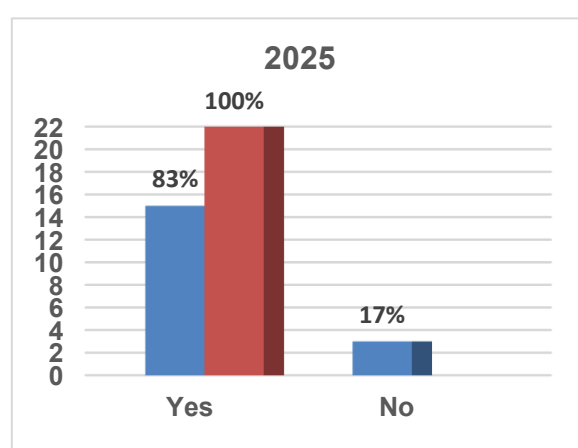
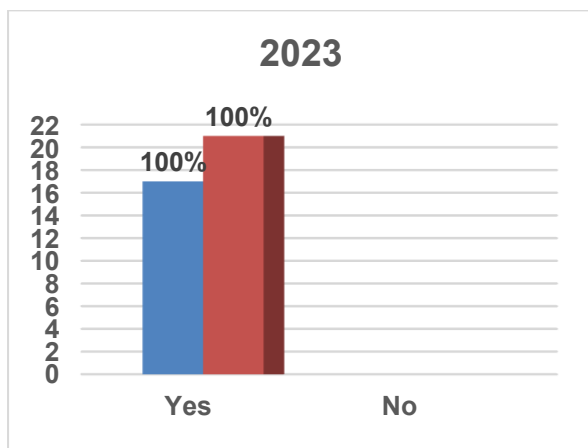


If yes, how satisfied or dissatisfied are you with St Peter's approach to complaint handling.

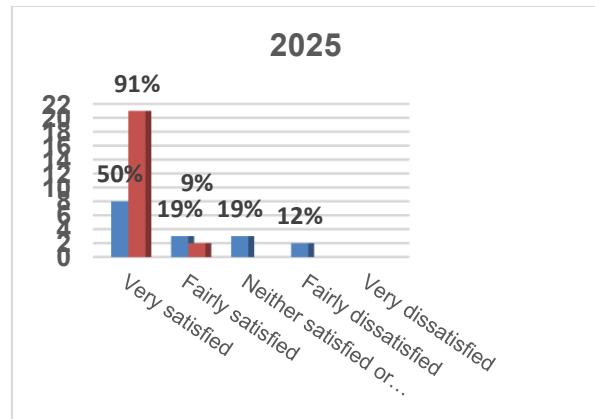
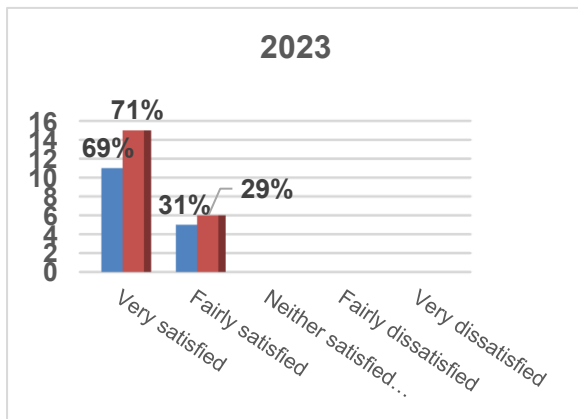


Satisfaction in dealing with service complaints has reduced from 2023. the results analysis has shown that some of those that indicated they made a service complaints are not included in our monitoring. Further work in this area will seek to understand if this is due to a misunderstanding with ASB complaints or that staff are not recognising and recording service complaints.

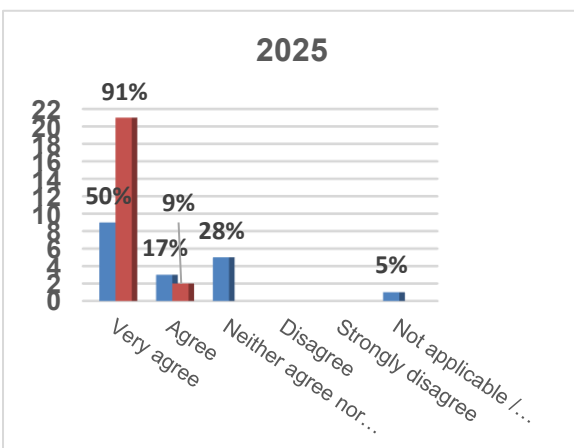
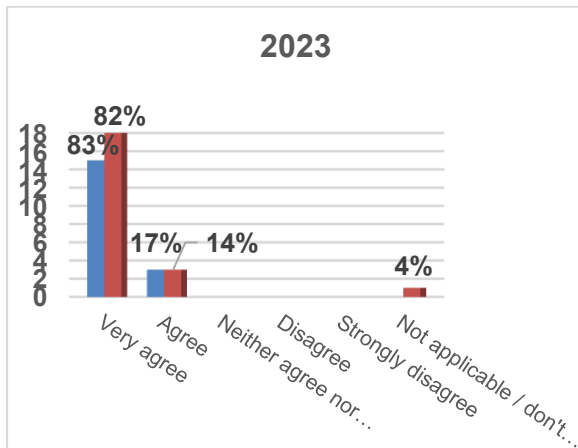
We asked, do you live in a building with communal areas, either inside or outside, that St Peter's is responsible for maintaining.



If yes, how satisfied or dissatisfied are you that St Peter’s keeps these communal areas clean and well maintained.

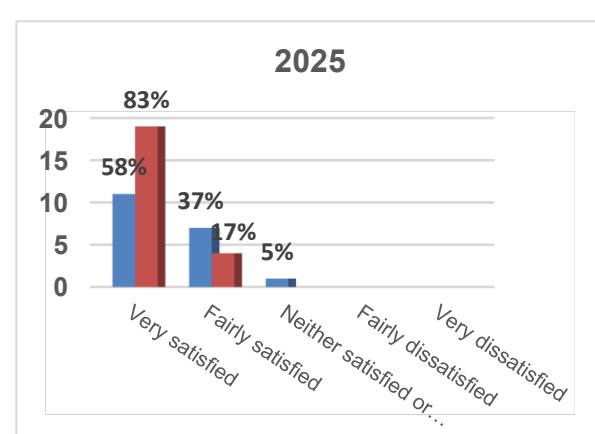
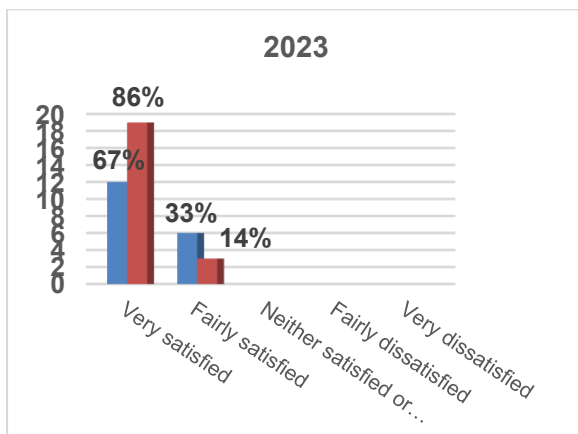


To what extent do you agree or disagree with the following “St Peter’s treats me fairly and with respect”



Overall Satisfaction

We asked you, taking everything into account, how satisfied or dissatisfied are you with the service provided by St Peter’s.



We asked you for your comments, opinions and suggestions on how we can improve the services we provide. Below are your comments and our response.

Comment/suggestion	Action taken / to be taken
I have 4 windows in my flat. It took 14 seconds to clean 2 of my windows, that's not cleaning it's a cat and lick. I timed them.	S J Cleaning (Midlands) Ltd supervisor has been instructed to monitor employees cleaning standards.
Anonymous feedback forms from tenants should be handed out and returned. A lot more issues would be addressed and brought to the office's attention without be put on the spot. (This is what a lot of tenants have said)	Surveys can be anonymous if wish. Options included posted through door, telephone, email or face-to-face. Previous feedback forms sent out for service charge consultation – received 11 back, 8 from sheltered and 3 from general needs
I could do with the camera map in case I have to call the Tannoy company for zones.	Camera location map sent to tenant
St Peter's needs to do more whenever people report anything to them, not take sides. A lot of people here tell lies on me to etc	When investigating any reports of ASB and complaints, we talk to all involved parties, check CCTV, witnesses. This ensures that we are impartial and action taken which is evidence based. Where tenants remain dissatisfied with how an investigation has taken place, they can make a service complaint to the housing office, and this will be looked at independently
Family of 3 Other area of interest: More neighbour meeting and summer fair	Could see if there is any interest for neighbour meeting.
We need a lift in flat please or move to low rise flat, thanks	Unfortunately we are unable to install lifts in Old and South College Houses. We do have a transfer and exchange policy as well as access to Homewapper for tenants.
Regarding waste management: Since I live in the 2 nd floor flat, I don't have any contact with the soil in the grounds. I was wondering if the Housing Association could provide composting areas for whoever is interested in the community to benefit the flora (?) in the grounds. I feel really uncomfortable throwing fresh produce scrags into black bags when they can be converted into useful manure for beautiful plant growth. I was also thinking if there was a community hall/area where things/clothes could be sold/exchanged between tenants here reducing tendency to hoard, that would be great.	Weekly food waste collection is being introduced by BCC. This is a lovely idea however we do not have any space to incorporate composting areas and wish to deter rats coming from the railway lines adjacent to St Peter's. This would need to be looked at in more detail as although we have the hall space, we do not have room for storage. If there is support for this, we would be happy to support tenants to set up and manage.
Youths onsite smoking and drinking	We have recently worked with the local neighbourhood police in obtaining a specific ASB reference number in relation to this issue. Work is continuing but there has been some improvement with tenants contacting police to report and youths moved on by police and warned not to return.
Got better @ dealing with ASB Gardening – leaf blower under cars & leaving (?)	Creative Gardening Services have been informed of this.
Very happy with my flat and the service you provide thank you. The only 1 problem is strange cars coming on site that should not be here.	Unfortunately this is an issue of sometime. We have worked with police, trading standards and DVLA as well as instructing our solicitors to take action. We continue to monitor and report.

Very happy where I am and feel safe. Well looked after. People who live here are nice and get on with each other and help each other, community.

General Feedback

I strongly feel that help is at hand and staff reassure tenants are not on their own to sort out matters. It relieves stress at doing things of importance and official, Thank you

Very good landlord, sometimes gone above and beyond to help me in other areas, not just rent.

Just to say all staff from cleaners to management have always been very helpful.

Everyone is lovely there. I read the newsletter and see what is done about ASB. I know I am safe when I shut my front door and that is important to me.

Surveys over the phone

Thanks for everything St Peter's. You all are doing a great job and great service 'thanks'

Excellent Landlord. Lovely flat also very clean outside including hallway.

I am very happy in my flat. Lovely neighbours, great service, friendly staff, safe place to live, great grounds.

Dev is very helpful and gets repairs done in very good time