

# Your Views

## Tenant Satisfaction Survey 2025/26

### About the Survey

Between November 2025 and March 2026, many of you took part in an important survey. All tenants were invited to take part in the survey through either 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 Hornsey Housing Trust 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 two prizes of £50 and one prize of £25 shopping vouchers.



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

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

156

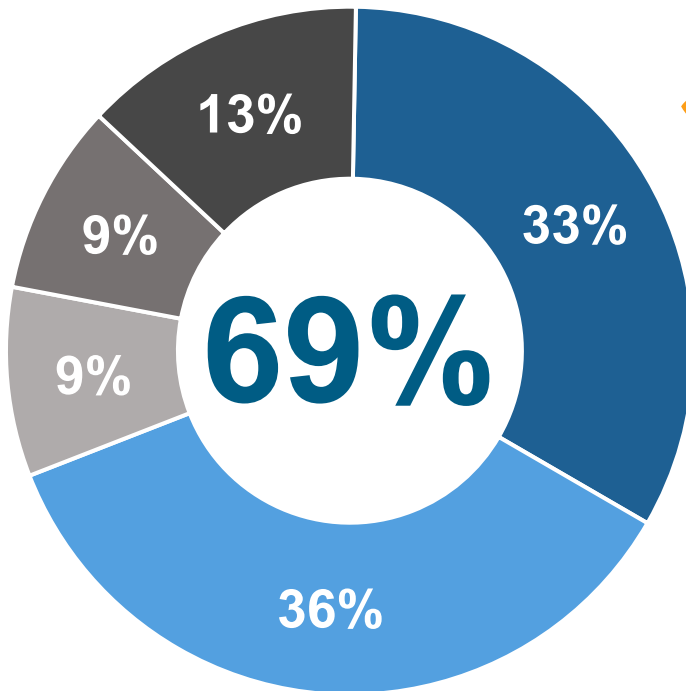
tenants took part  
out of a total of 369  
(93 online, 40 by  
post & 23 by  
phone)

**A big thank you to everyone who took part!**

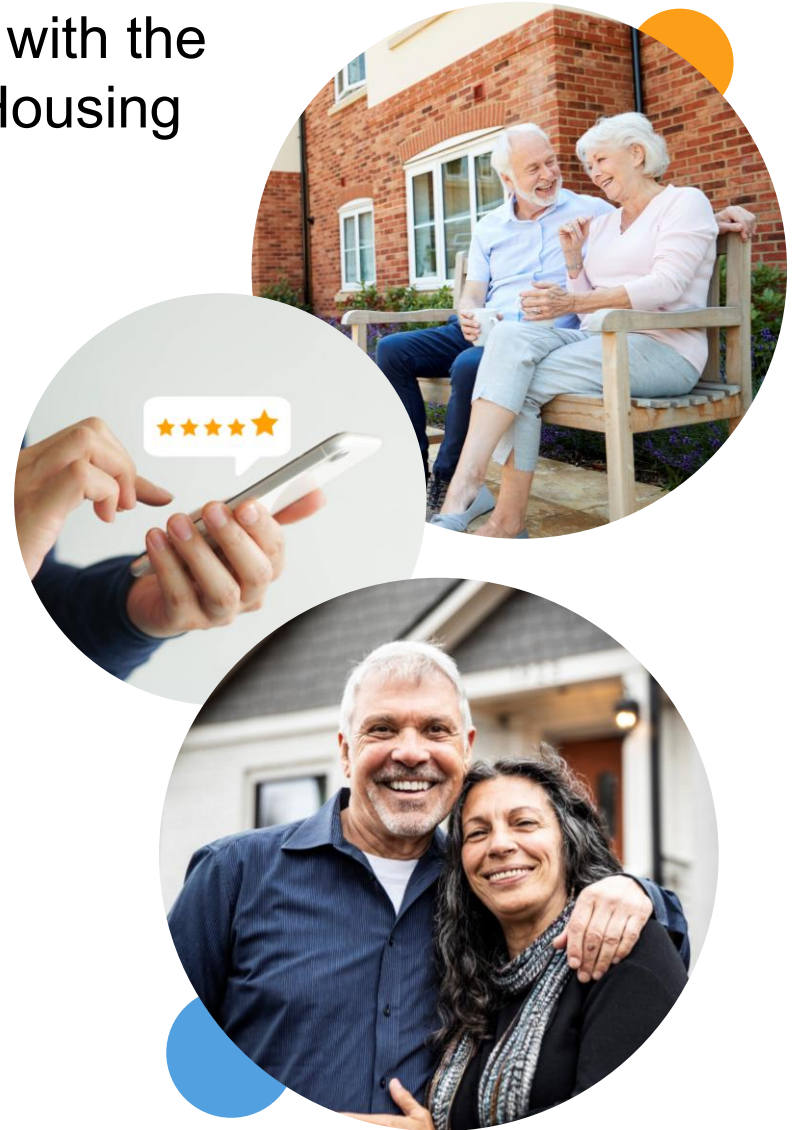
# Overall Service



Seven out of ten tenants are satisfied with the overall service provided by Hornsey Housing Trust (**69%**).



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



# The Home



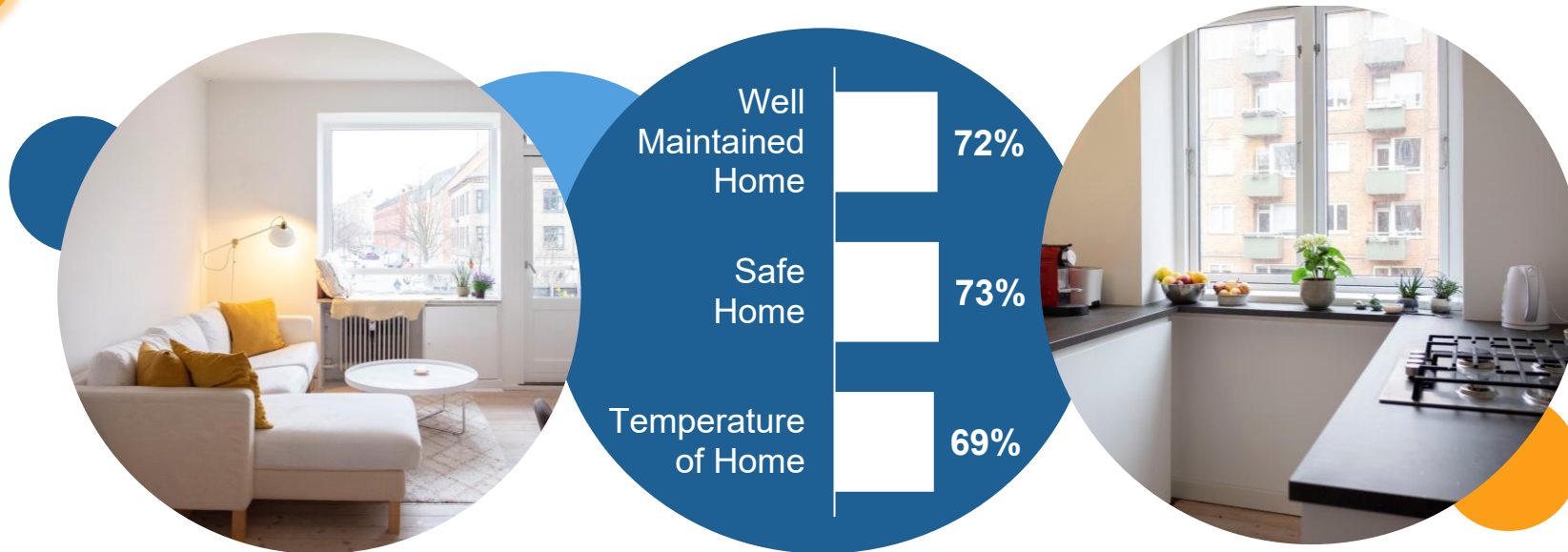
Over seven out of ten tenants are satisfied that they are provided with a home that is well maintained (**72%**).



Tenants are similarly satisfied that Hornsey Housing Trust provides them with a home that is safe (**73%**).



Slightly fewer tenants are satisfied that they can maintain a comfortable temperature in their home (**69%**).



# Communal Areas



Over nine out of ten tenants said they live in a building with communal areas that Hornsey Housing Trust is responsible for maintaining **(92%)**.



Around three-quarters of tenants with communal areas are satisfied that they are kept clean and well maintained **(77%)**.



Of the tenants who live in a building with shared communal facilities (like a lounge), **74%** are satisfied with how useful they are.

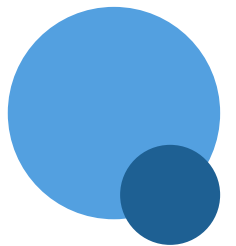


77%

Cleaning and Maintenance  
of Communal Areas

74%

Usefulness of  
Communal Facilities



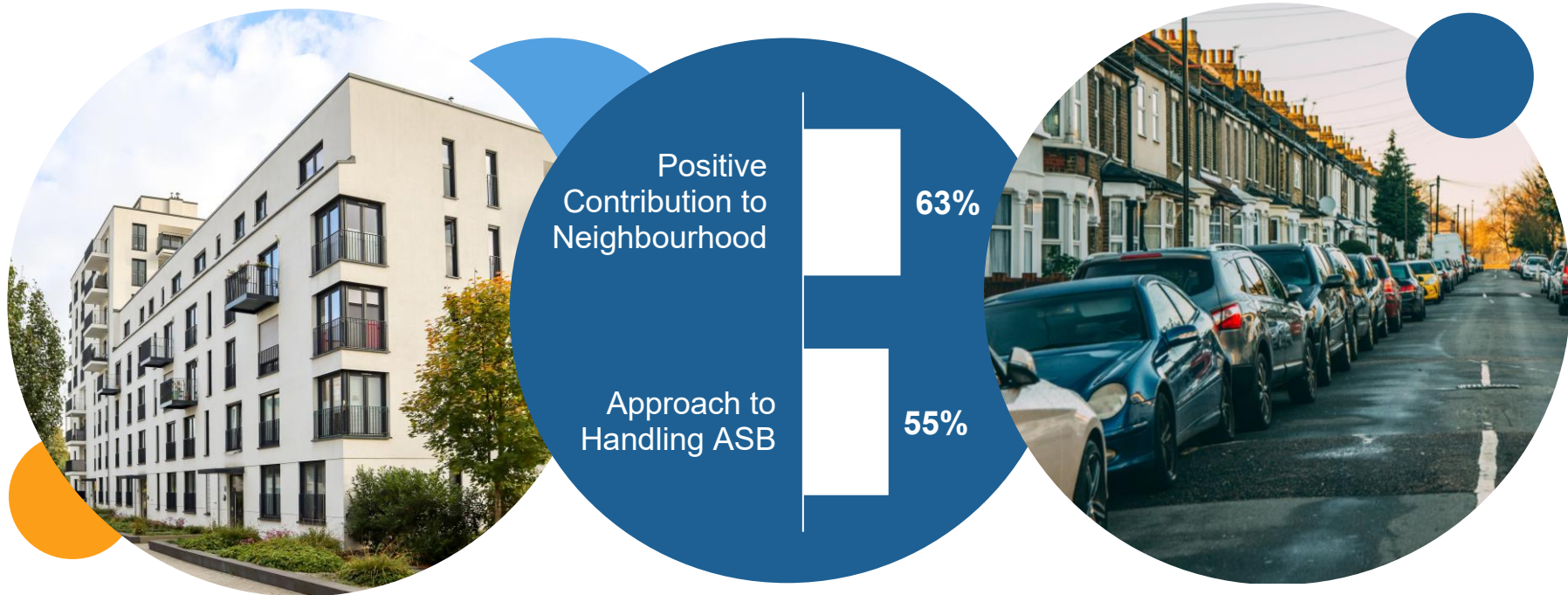
# The Neighbourhood



Around six out of ten tenants are satisfied that Hornsey Housing Trust makes a positive contribution to their neighbourhood **(63%)**.



Slightly fewer tenants are satisfied with Hornsey Housing Trust's approach to handling anti-social behaviour **(55%)**.



# Repairs Service



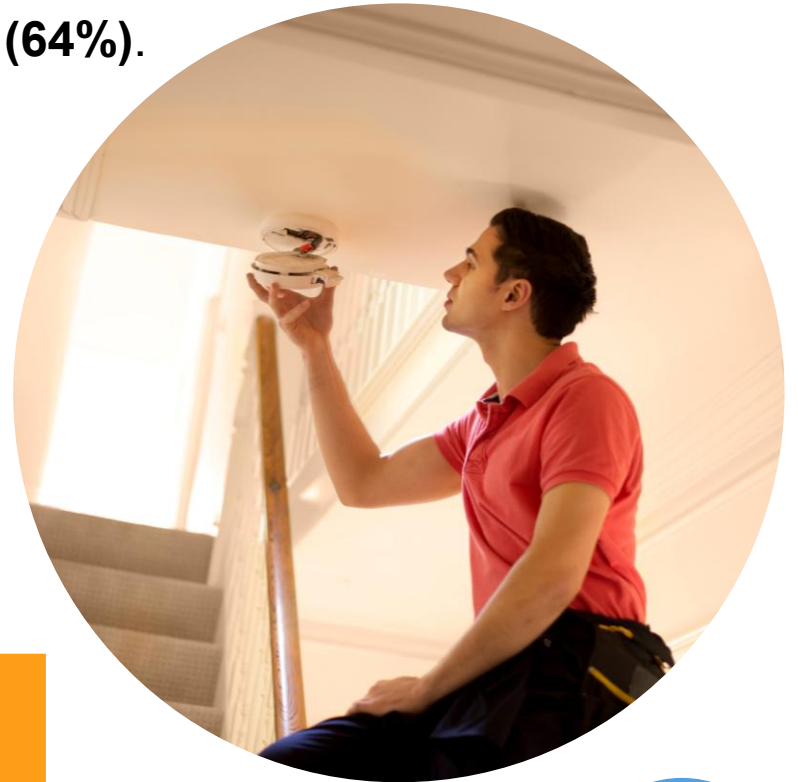
Over six out of ten tenants said they had a repair carried out to their home in the last 12 months **(64%)**.



Almost eight out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(77%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(72%)**.

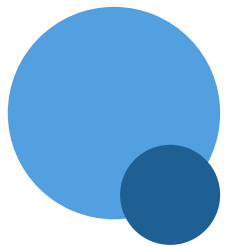


77%

Overall Repairs Service  
(Last 12 months)

72%

Time Taken to Complete  
Most Recent Repair



# Communications and Tenant Engagement



Almost six out of ten tenants are satisfied that Hornsey Housing Trust listens to their views and acts upon them **(56%)**.



Two out of three tenants are satisfied that they are kept informed about things that matter to them **(67%)**.



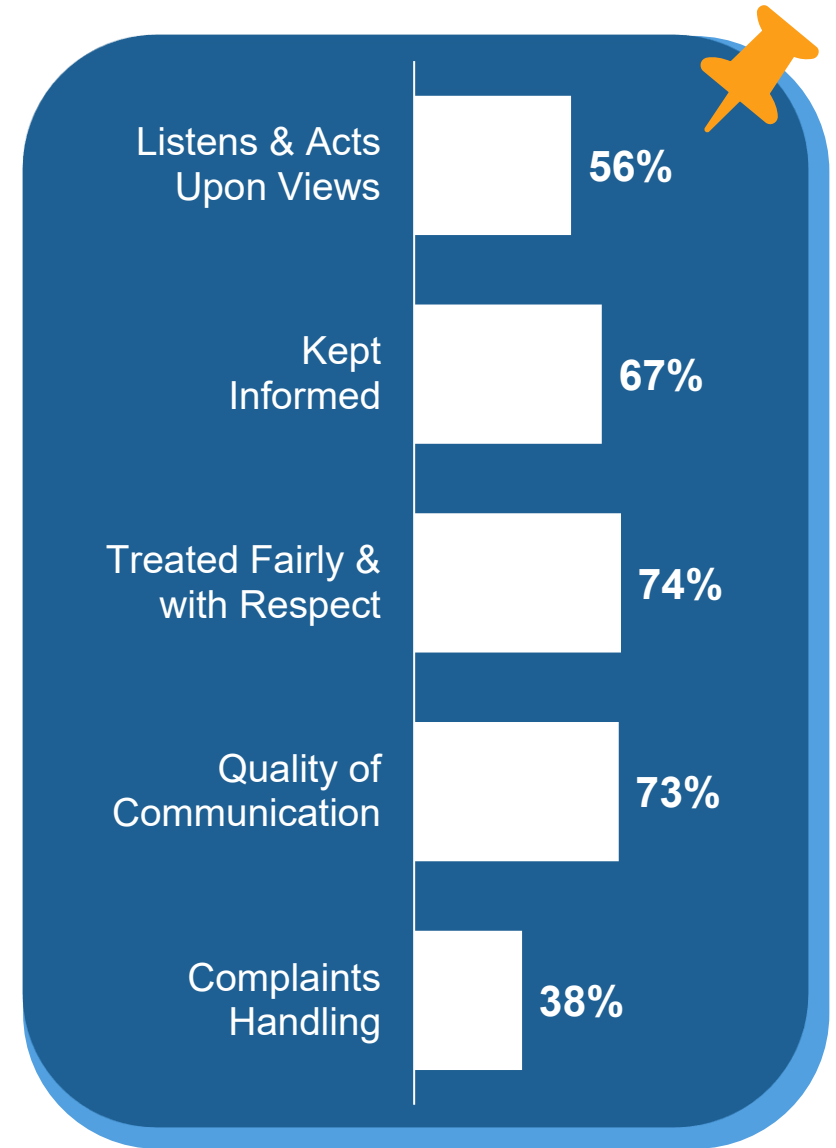
Over seven out of ten tenants agree that they are treated fairly and with respect by Hornsey Housing Trust **(74%)**.



Tenants are similarly satisfied with the quality of communication they receive from Hornsey Housing Trust **(73%)**.



Around four out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling **(38%)**.



# Recommending Hornsey Housing Trust



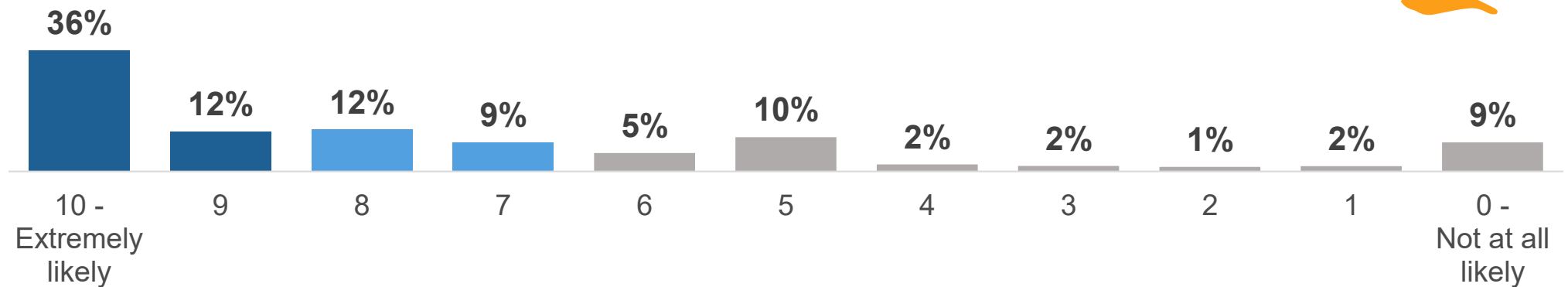
Tenants were also asked how likely they would be to recommend Hornsey Housing Trust to other people. This is a 0-10 point rating. Those who would recommend Hornsey Housing Trust score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Around half of tenants are happy to recommend Hornsey Housing Trust to other people (**48%**). However, **21%** of tenants are unsure, and **31%** would not recommend them, feeling rather more negative about Hornsey Housing Trust.



The 'Net Promoter Score' for Hornsey Housing Trust (the percentage of those who would recommend Hornsey Housing Trust minus the percentage of those who would not) is **+17**.

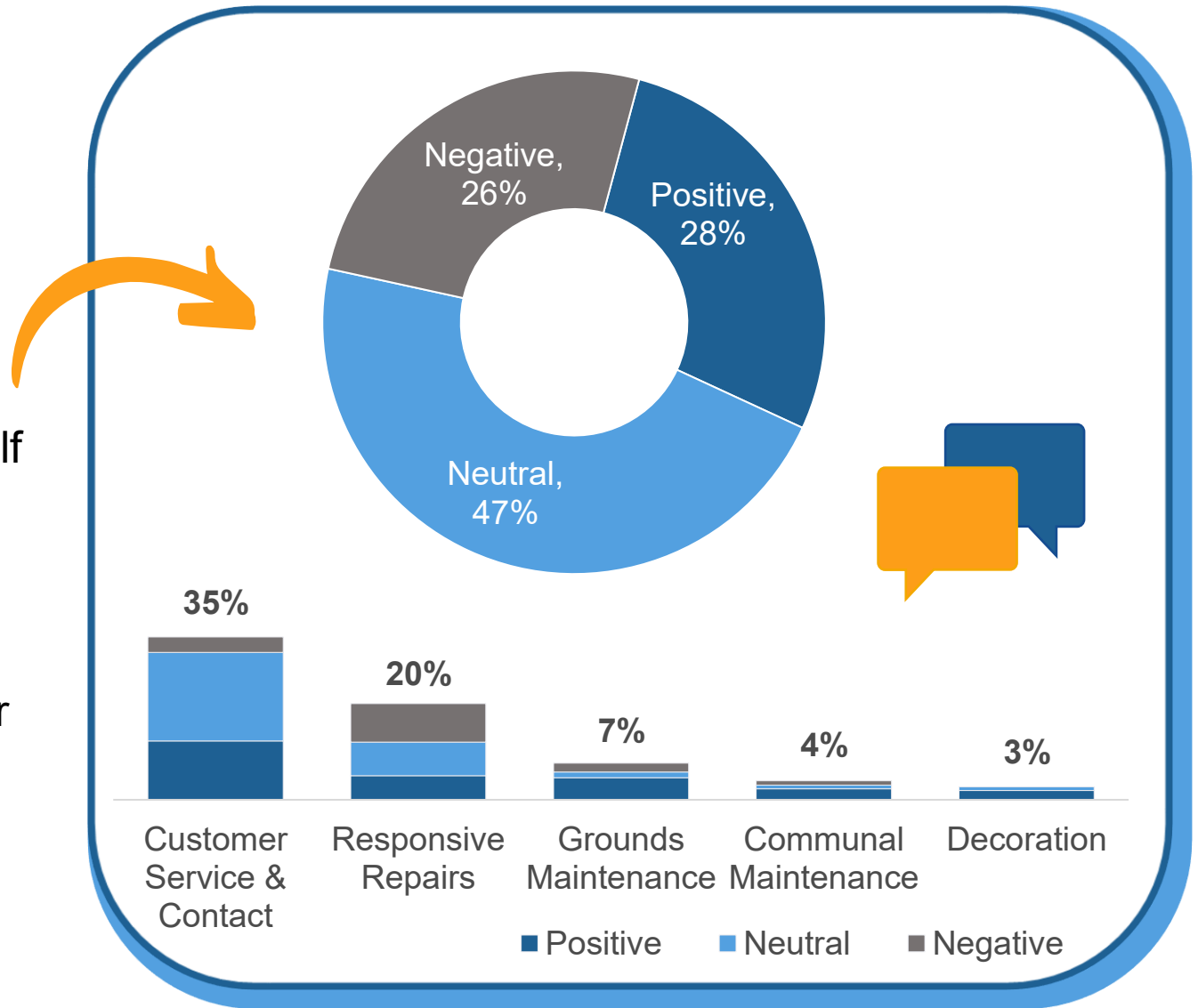


# Tenants' Comments

Tenants were asked what one thing Hornsey Housing Trust could improve, and 101 comments were received.

Around three out of ten tenants gave positive comments, praising the current services provided (**28%**), with around half giving neutral comments (**47%**) and **26%** negative.

The most commonly mentioned category by tenants is customer service and contact (**35%**), followed by responsive repairs (**20%**), grounds maintenance (**7%**), communal maintenance (**4%**), and decoration (**3%**).



# Your Views

Hornsey Housing Trust 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 Hornsey Housing Trust does to involve you in developing services. As well as publishing the results of the survey, Hornsey Housing Trust 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 services,  
such as repairs,  
customer service, and  
communal areas



Involve tenants in  
shaping service  
improvements

