

Your Views

Supported Living Tenant Satisfaction Survey 2024/25

About the Survey

Between December 2024 and February 2025, many of you took part in an important survey, by completing either a postal or online questionnaire.

The survey asked about how happy you are with the way Newlon Housing Trust and Outward look after your homes and support you. A market research company called Acuity Research and Practice carried out the survey.

The findings from the survey will help Newlon Housing Trust understand the issues you are concerned about and how they can improve services.

This report contains results from the survey, showing what you think about your home and the support you receive.



148

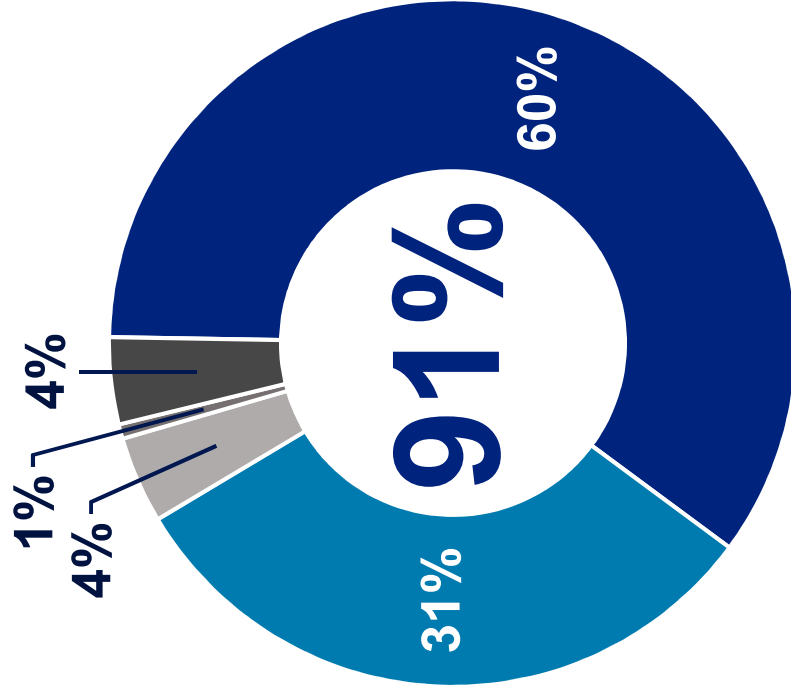
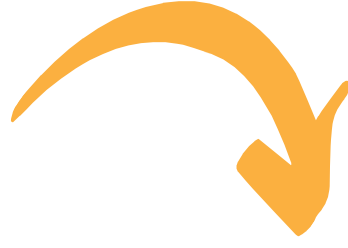
tenants took
part out of a
total of 505 (72
by post & 76
online)

A big thank you to everyone who took part!

Overall Service



Nine out of ten Supported Living tenants are satisfied with the overall service provided by Newlon Housing Trust (91%).



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



The Home and Communal Areas



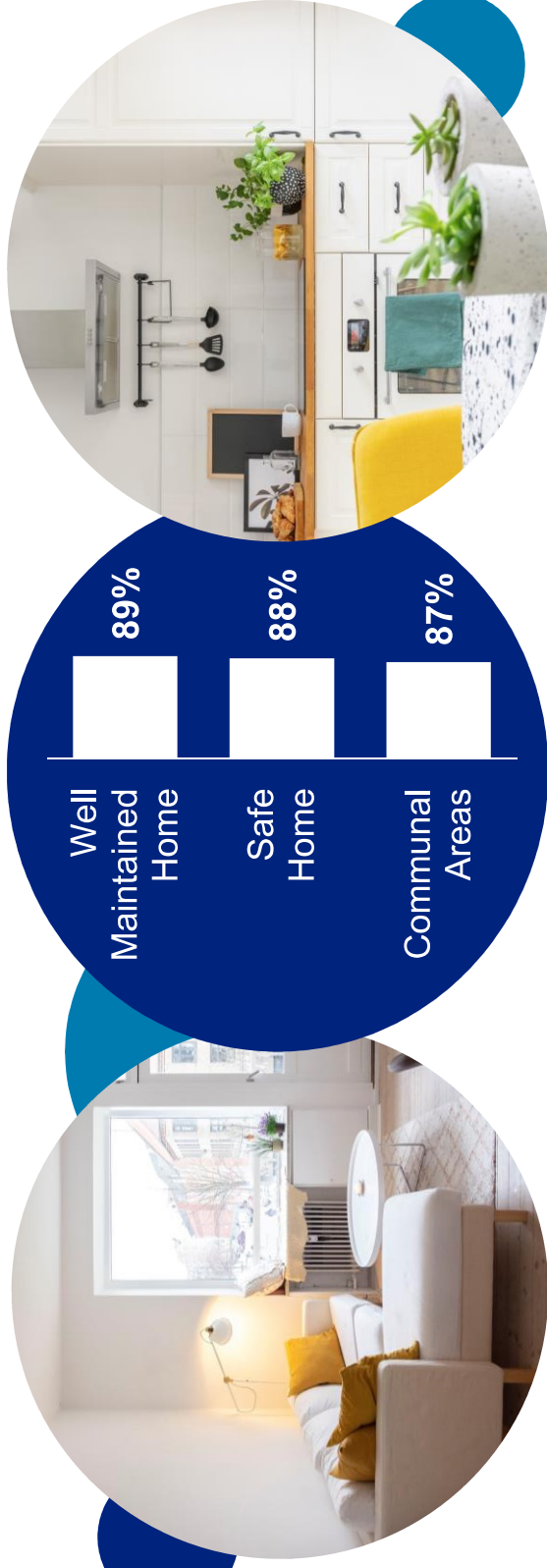
Nine out of ten tenants are satisfied that they are provided with a home that is well maintained **(89%)**.



Tenants are similarly satisfied that Newlon Housing Trust provides them with a home that is safe **(88%)**.



Six out of seven tenants with communal areas are satisfied that these communal areas are kept clean and well maintained **(87%)**.



Repairs Service



Around eight out of ten tenants said they had a repair carried out to their home in the last 12 months **(77%)**.



Around nine out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(88%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(82%)**.

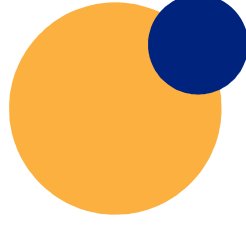


88%

Overall Repairs Service
(Last 12 months)

82%

Time Taken to Complete
Most Recent Repair



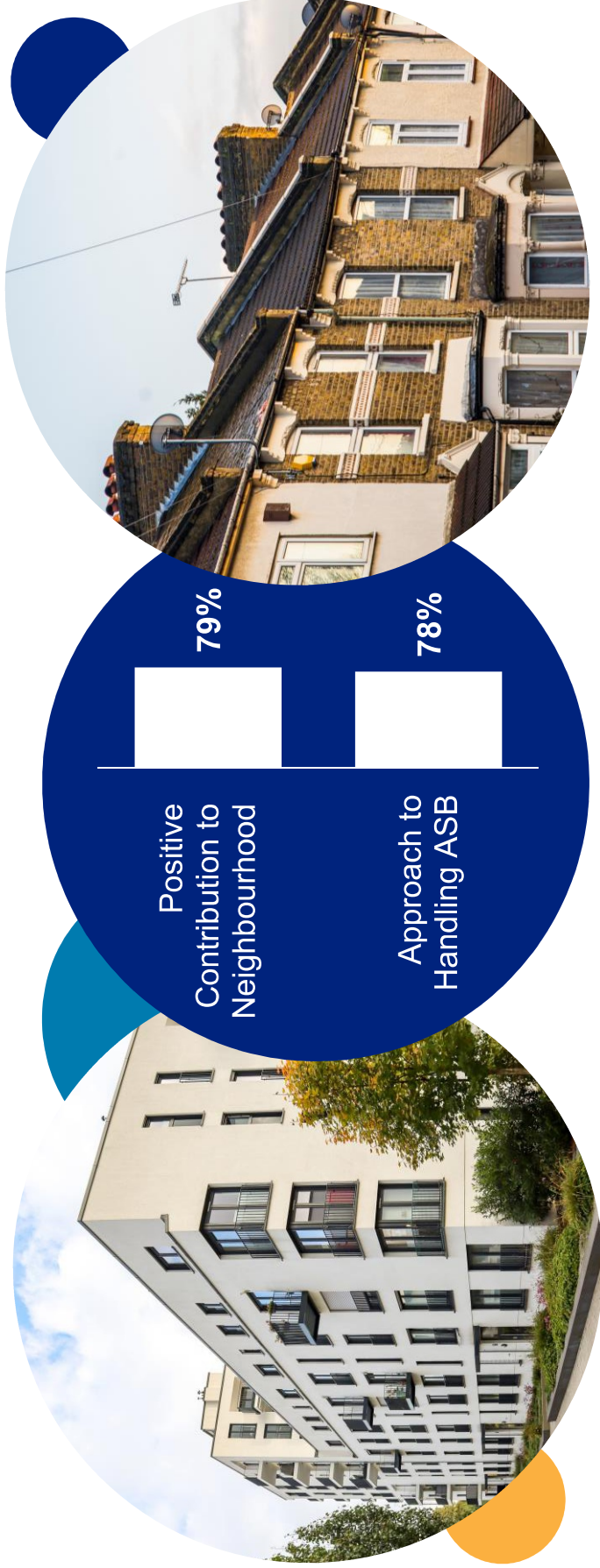
The Neighbourhood



Eight out of ten tenants are satisfied that Newlon Housing Trust makes a positive contribution to their neighbourhood **(79%)**.



Tenants are similarly satisfied with Newlon Housing Trust's approach to handling anti-social behaviour **(78%)**.



Communications and Tenant Engagement



Eight out of ten tenants are satisfied that Newlon Housing Trust listens to their views and acts upon them (**79%**).



Slightly more tenants are satisfied that they are kept informed about things that matter to them (**84%**).



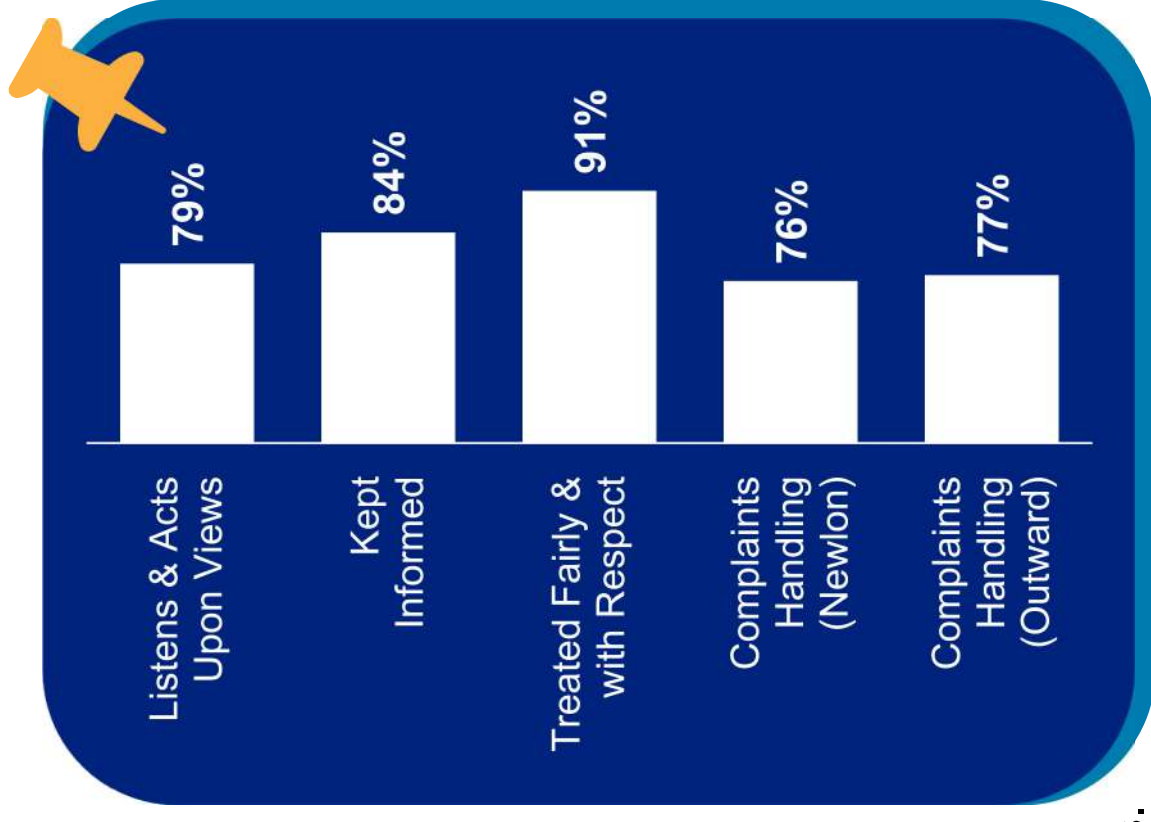
Nine out of ten tenants agree they are treated fairly and with respect by Newlon Housing Trust (**91%**).



Three out of ten tenants said they made a complaint to Newlon Housing Trust (**29%**) and **26%** to Outward in the last 12 months.



Of these tenants, **76%** are satisfied with Newlon Housing Trust's approach to complaints handling and **77%** with Outward's.



Outward Services



Nine out of ten tenants are satisfied with the standard of work carried out by Outward's caretaker service **(89%)**.



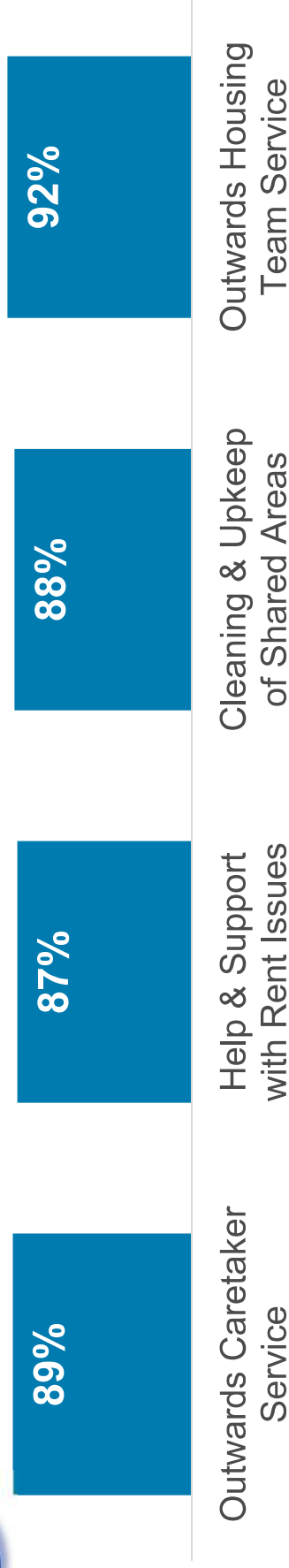
Six out of seven tenants are satisfied with the help and support provided by Outward with rent issues **(87%)**.



Tenants are similarly satisfied with the cleaning standards and upkeep of the shared areas in Outward-managed properties **(88%)**.



Tenants are also highly satisfied with the overall service provided by Outward's Housing Team **(92%)**.



Your Views

Newlon Housing Trust is thankful for the time everyone took to complete the survey. Your feedback will be used to help understand what works well and what should be improved.

As well as publishing the results of the survey, Newlon Housing Trust plans to work with tenants to further improve the support they provide.



Publish findings to
tenants



Use findings to plan
and improve services,
e.g., communications,
repairs and complaints
handling



Involve tenants in
shaping service
improvements

