

Your Views



Tenant Satisfaction Survey 2025

About the Survey

In July and August 2025, many of you took part in an important survey. All tenants were invited to part in the survey by completing either a postal or online 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 Lyng Community Association (Lyng) 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 Lyng's future strategic and operational planning.

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



57

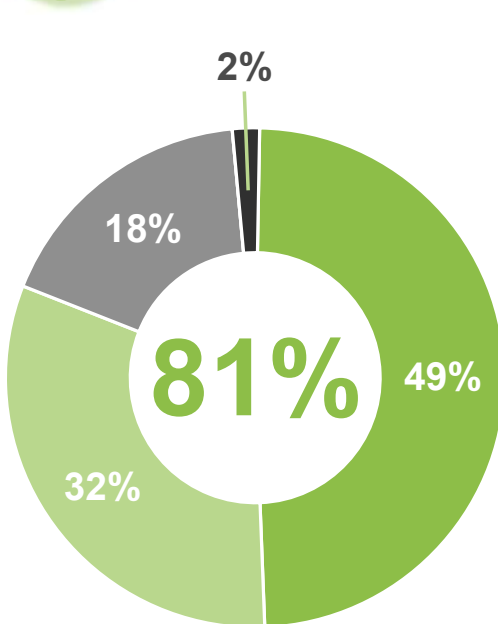
tenants took part out of a total of 200 households

A big thank you to everyone who took part!

Overall Service



Eight out of ten tenants are satisfied with the overall service provided by Lyng (**81%**).



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



The Home and Communal Areas



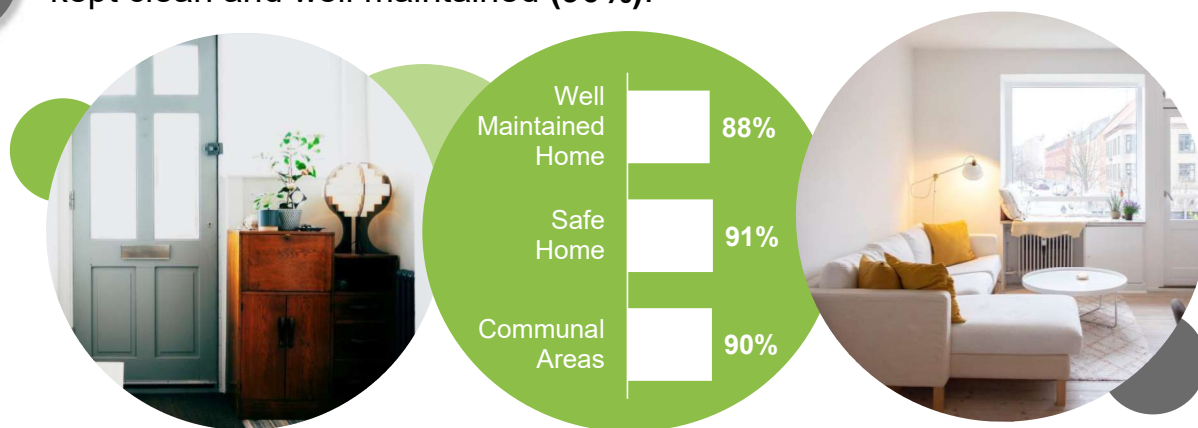
Around nine out of ten tenants are satisfied that they are provided with a home that is well maintained **(88%)**.



Tenants are similarly satisfied that Lyng provides them with a home that is safe **(91%)**.



Nine out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained **(90%)**.



Repairs Service



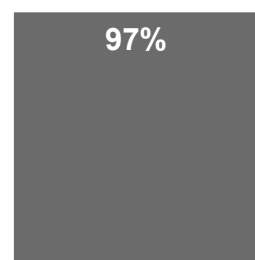
Almost all tenants who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(97%)**.



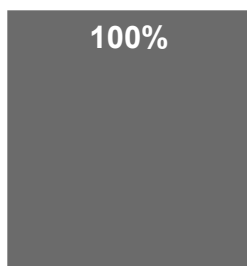
All tenants are satisfied with the time taken to complete their most recent repair after they reported it **(100%)**.



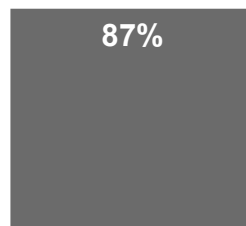
Six out of seven tenants are satisfied with the way Lyng deals with repairs and maintenance generally **(87%)**.



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



Repairs &
Maintenance

74%

of tenants had a
repair carried out
in the last 12
months

The Neighbourhood



Three out of four tenants are satisfied that Lyng makes a positive contribution to their neighbourhood **(76%)**.



Around two-thirds of tenants are satisfied with Lyng's approach to handling anti-social behaviour **(65%)**.



Communications and Tenant Engagement



Three-quarters of tenants are satisfied that Lyng listens to their views and acts upon them **(76%)**.



Around eight out of ten tenants are satisfied that they are kept informed about things that matter to them **(83%)**.



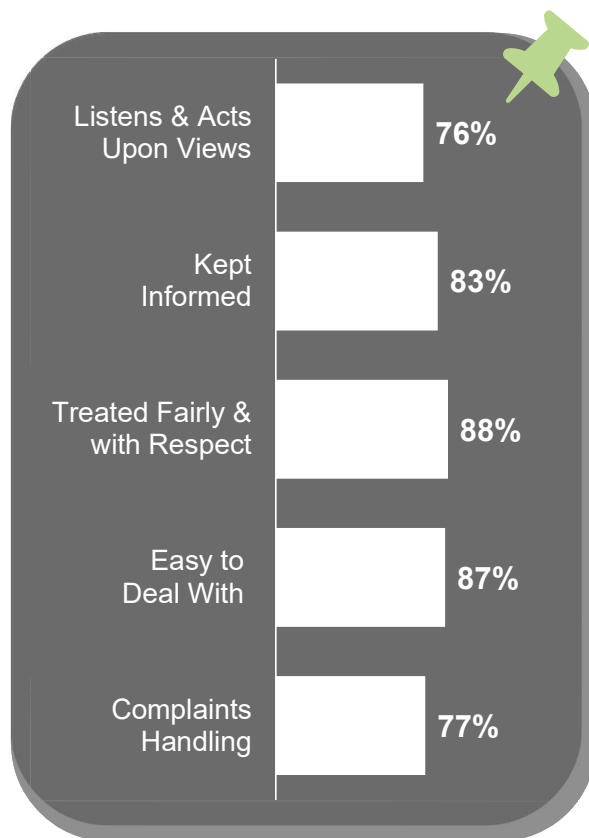
Almost nine out of ten tenants agree that they are treated fairly and with respect by Lyng **(88%)**.



Tenants are similarly satisfied that Lyng is easy to deal with **(87%)**.



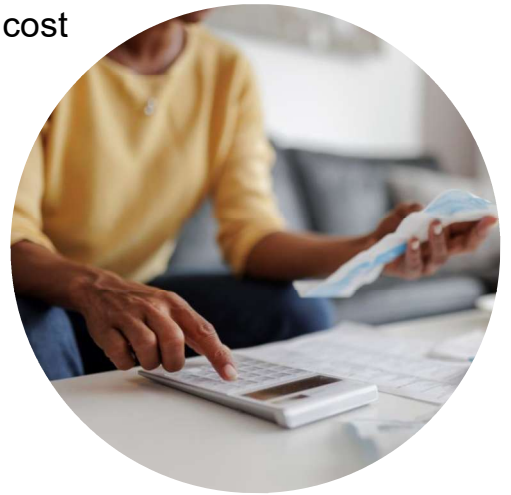
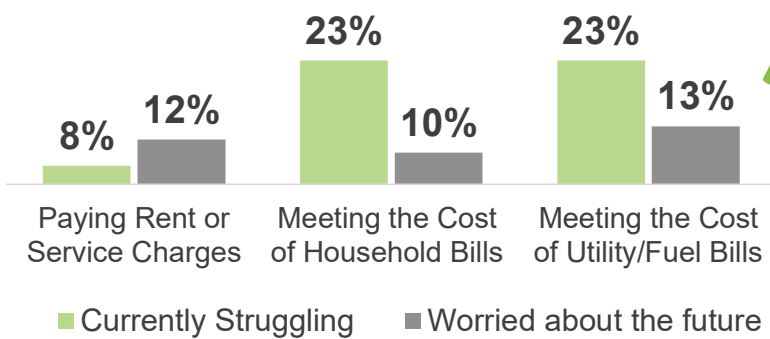
Around three-quarters of tenants who made a complaint in the last 12 months are satisfied with complaints handling **(77%)**.



Wellbeing



Fewer tenants are currently struggling with rent or service charge payments (**8%**), than meeting the cost of household bills (**23%**) or utility/fuel bills (**23%**). While some other tenants are worried about meeting these costs in the future (between **10%** and **13%**).



Around one out of seven tenants currently have damp or mould issues in their home (**13%**). Of these tenants, **29%** have reported the problem to Lyng.

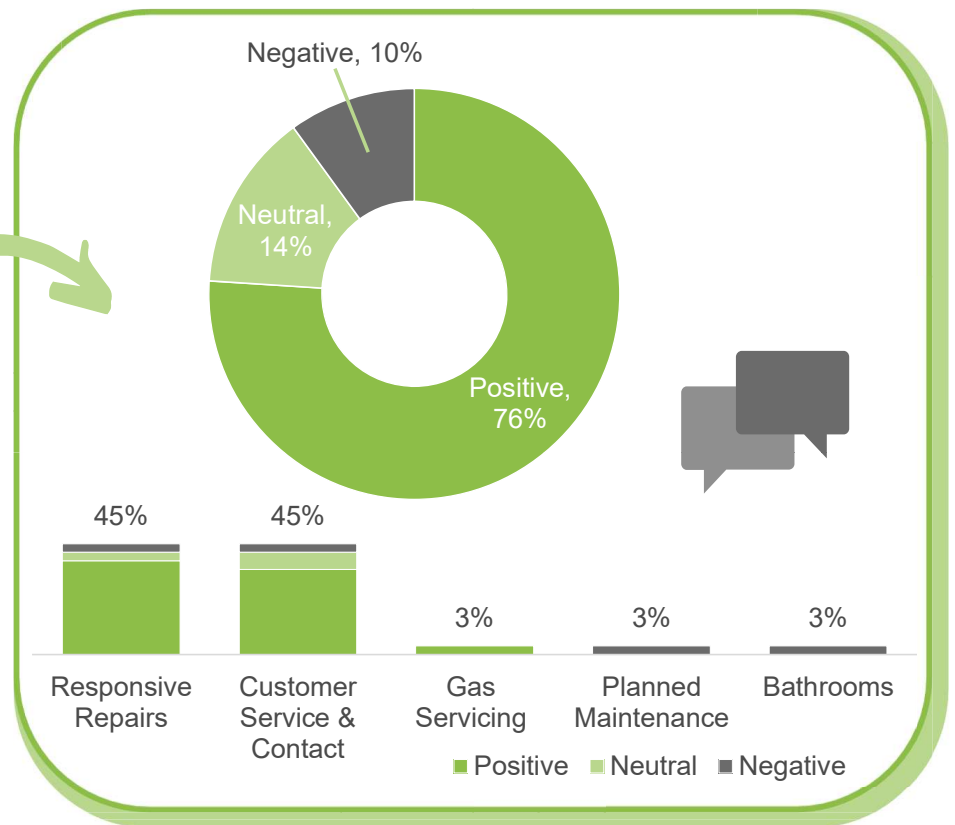
78%
of tenants are
satisfied with the
energy efficiency
of their
homes

Tenants' Comments

Tenants were asked to describe their specific experiences that have shaped their view of the overall service provided by Lyng, and 29 comments were received.

Three-quarters of these comments have positive feeling **(76%)**, **14%** neutral, and **10%** negative.

The most commonly mentioned categories by tenants are responsive repairs **(45%)** and customer service and contact **(45%)**, followed by gas servicing **(3%)**, planned maintenance **(3%)**, and bathrooms **(3%)**.



Your Views



Lyng 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 Lyng does to involve you in developing services. As well as publishing the results of the survey, Lyng 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
planned maintenance



Involve tenants in
shaping service
improvements





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