

Tenant Satisfaction Survey 2025

About the Survey

Between September and December 2025, many of you took part in an important survey.

The survey was carried out via telephone, online and postal questionnaires, by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way Gravesend Churches Housing Association (GCHA) 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 key drivers behind satisfaction levels and the issues tenants are most concerned about, informing GCHA's future strategic and operational planning.

This report contains key results from the survey in respect of tenants' opinions about their homes and the services received.



233

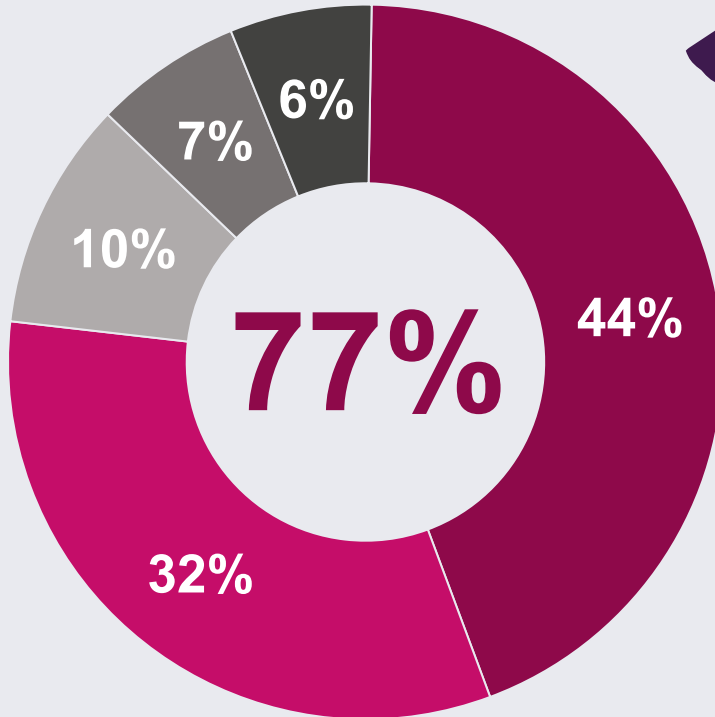
tenants took part out of a total of 606

A big thank you to
everyone who took part!

Overall Services



Around eight out of ten tenants are satisfied with the overall service provided by GCHA (77%).



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



The Home



Almost eight out of ten tenants are satisfied that their homes are well maintained (**78%**).



Tenants are similarly satisfied that GCHA provides them with a home that is safe (**78%**).



Tenants in Maidstone are the most satisfied that their homes are well maintained and safe, with those in Dartford the least satisfied.



Well
Maintained
Home

78%

Safe
Home

78%



Repairs and Maintenance



Around eight out of ten tenants are satisfied with the overall repairs service from GCHA over the last 12 months (**82%**).



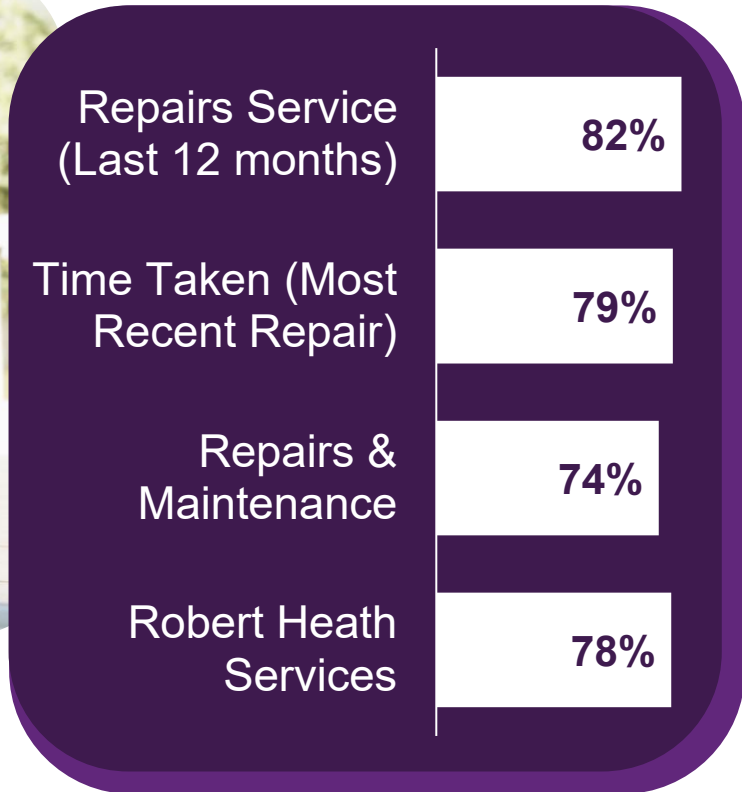
Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it (**79%**).



Around three out of four tenants are satisfied with the way GCHA deals with repairs and maintenance generally (**74%**) and Robert Heath Services (**78%**).



66% of tenants had a repair carried out to their home in the last 12 months.



Neighbourhood Management



Around three out of four tenants with communal areas are satisfied that GCHA keeps these areas clean and well maintained (**77%**).



Seven out of ten tenants are satisfied that GCHA makes a positive contribution to their neighbourhood (**69%**).



Slightly fewer tenants are satisfied with GCHA's approach to handling anti-social behaviour (**60%**).



Upkeep of
Communal
Areas

77%

Positive
Contribution to
Neighbourhood

69%

Approach to
Handling ASB

60%

81% of tenants
have communal
areas that GCHA
is responsible for
maintaining.



Communications and Engagement



Eight out of ten tenants agree that GCHA treats them fairly and with respect (**81%**).



Around three out of four tenants are satisfied they are kept informed about things that matter to them (**73%**).



Two out of three tenants are satisfied that GCHA listens to their views and acts upon them (**66%**).

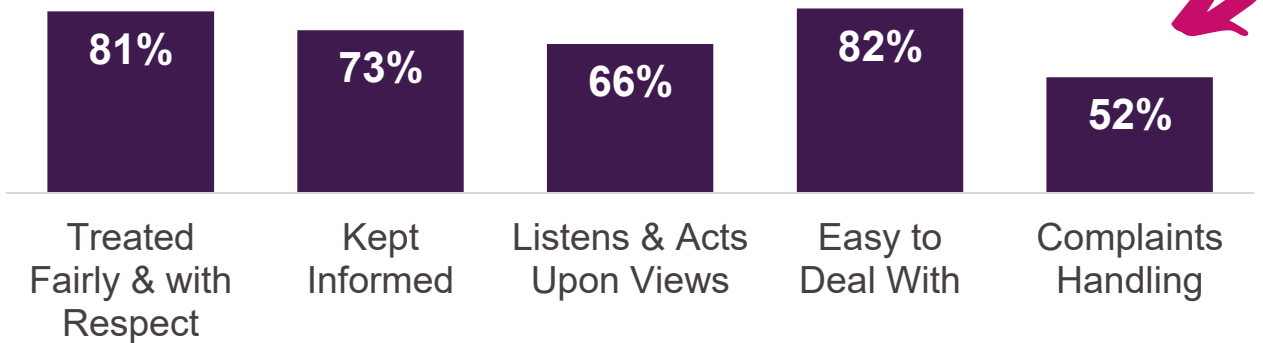


Around eight of ten tenants are satisfied that GCHA is easy to deal with (**82%**).



Fewer tenants are satisfied with GCHA's approach to complaints handling (**52%**).

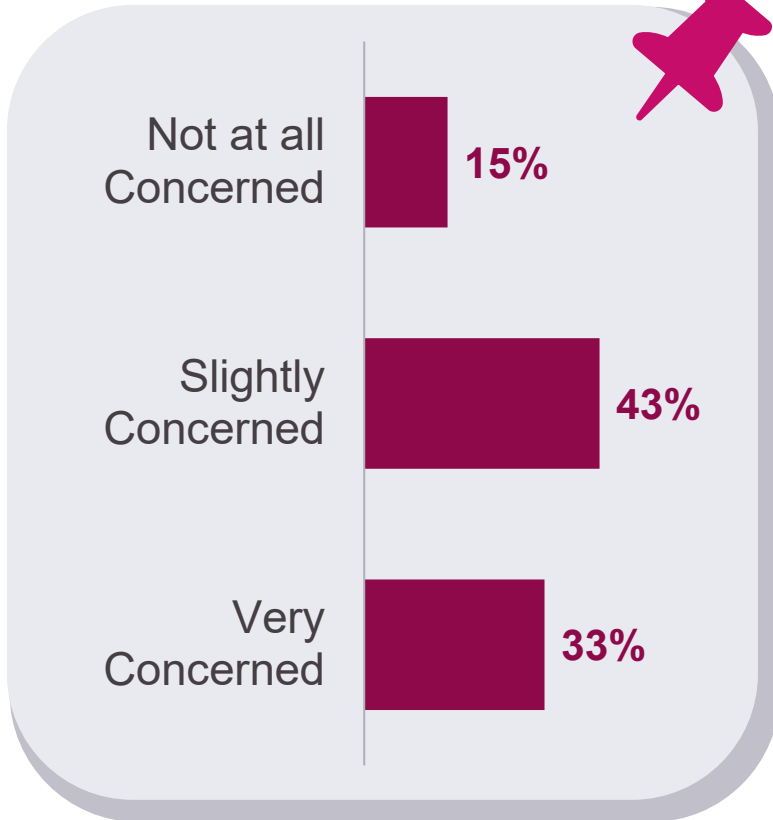
23% of tenants said they had made a complaint to GCHA in the last 12 months.



Affordability and Wellbeing



Three-quarters of tenants are concerned about the cost of living crisis (**76%**), with **33%** very concerned and **43%** slightly concerned. Just **15%** of tenants are not concerned at all, with **9%** who prefer not to say.



Seven out of ten tenants are satisfied with the energy efficiency of their home (**70%**).



Two out of ten tenants currently have damp or mould issues in their homes (**20%**). Of these tenants, **74%** have reported the problem to GCHA.

Recommending GCHA



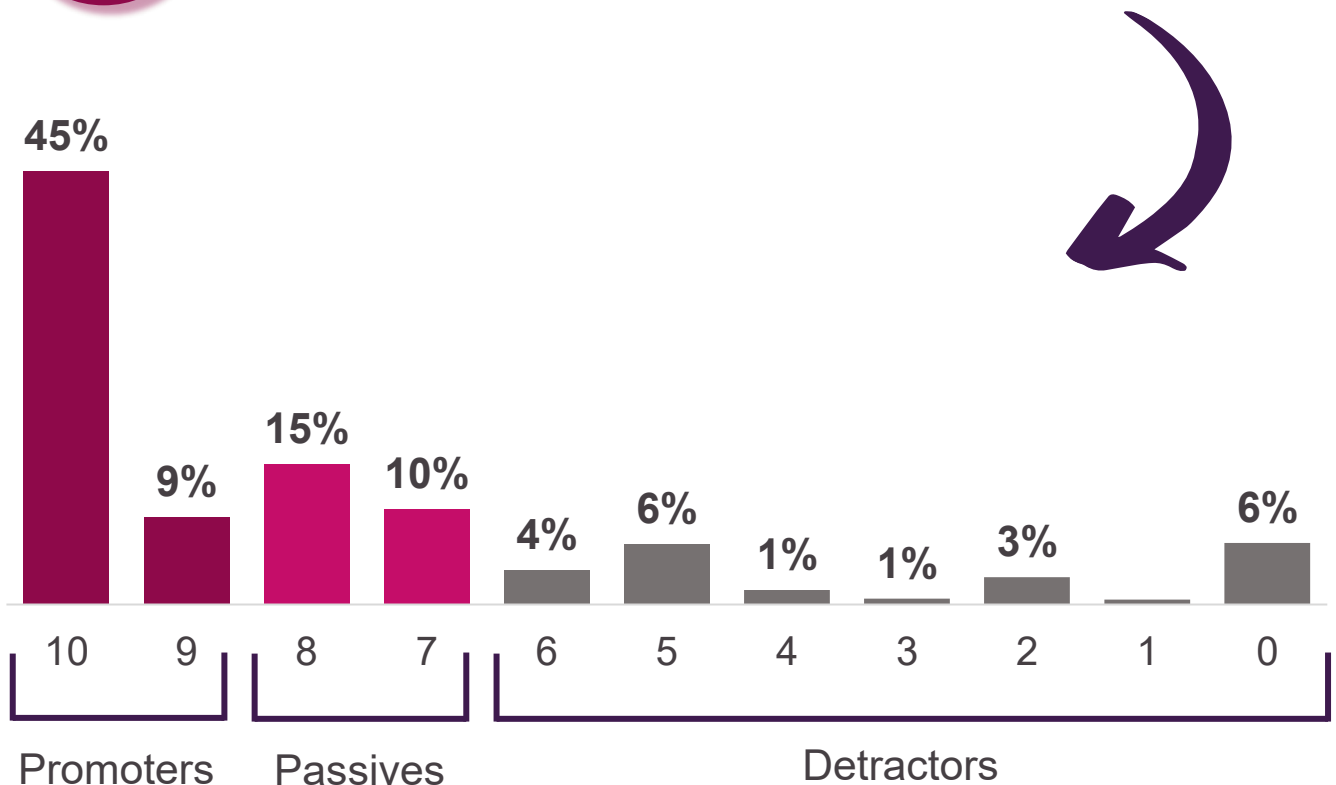
Tenants were also asked how likely they would be to recommend GCHA to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Over half of tenants are very loyal and happy to recommend GCHA (**54%**). However, **24%** of tenants are unsure, and **22%** would not recommend them, feeling rather more negatively about the association.



The 'Net Promoter Score' for GCHA (the percentage of those who would recommend the association minus the percentage of those who would not) is **+32**.

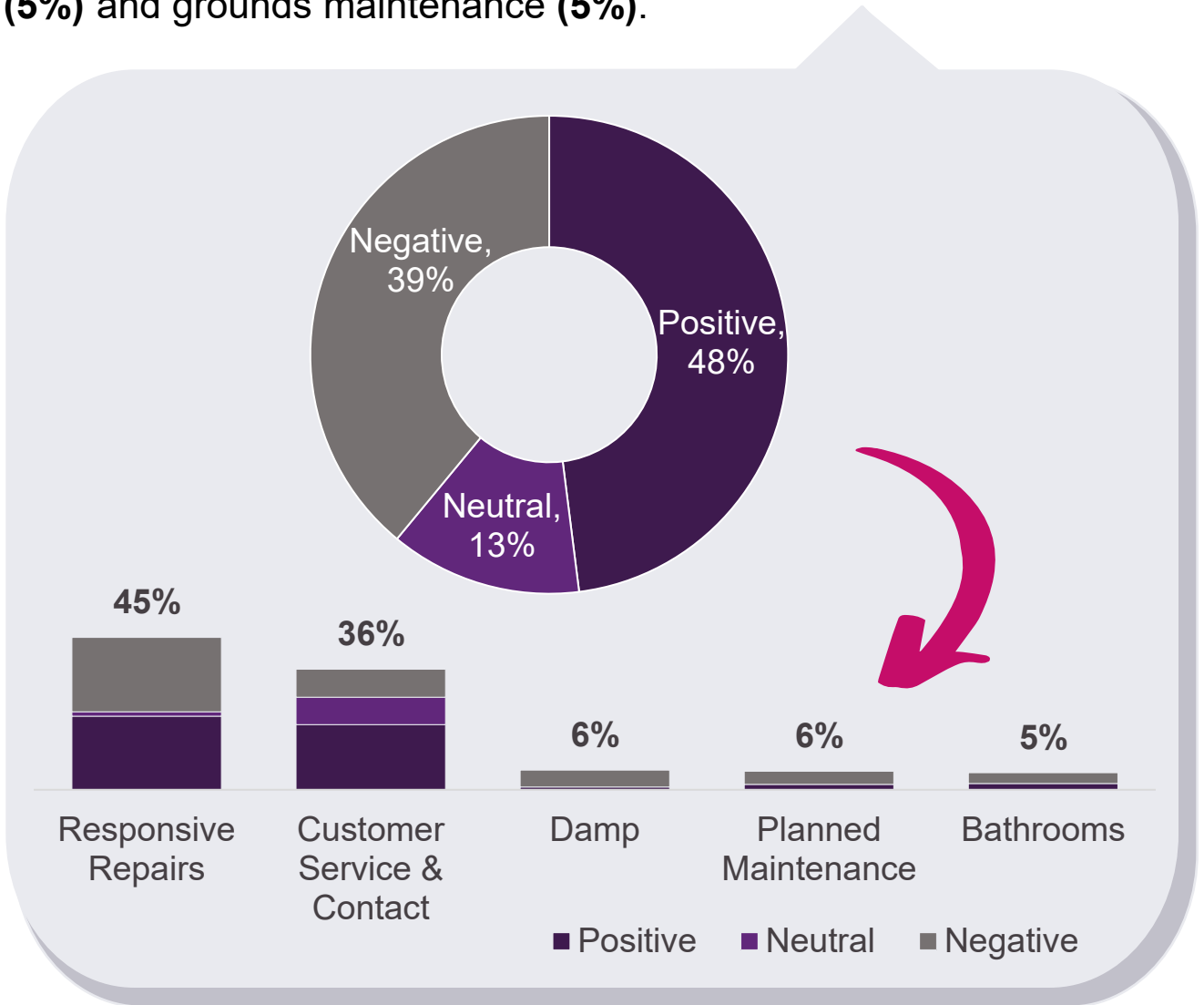


Tenants' Comments

Tenants were asked, *“Please describe your specific experiences that have shaped your view of GCHA’s service”*, and 134 tenants gave comments. Around half of these comments have positive sentiment (**48%**), **13%** neutral, and **39%** negative sentiment.



The most commonly mentioned categories by tenants are responsive repairs (**45%**) and customer service and contact (**36%**), followed by damp (**6%**), planned maintenance (**6%**), bathrooms (**5%**) and grounds maintenance (**5%**).



Your Views

GCHA 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 might contact you to discuss an issue you have raised, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work GCHA does to involve you in developing services. As well as publishing the results of the survey, GCHA 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 for
tenants



Use findings to plan
and improve
services, e.g.,
repairs and
customer service



Involve tenants in
shaping service
improvements

If you would like more information about the survey, please contact GCHA by calling 01474 369 830 or emailing general@gcha.org.uk