

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

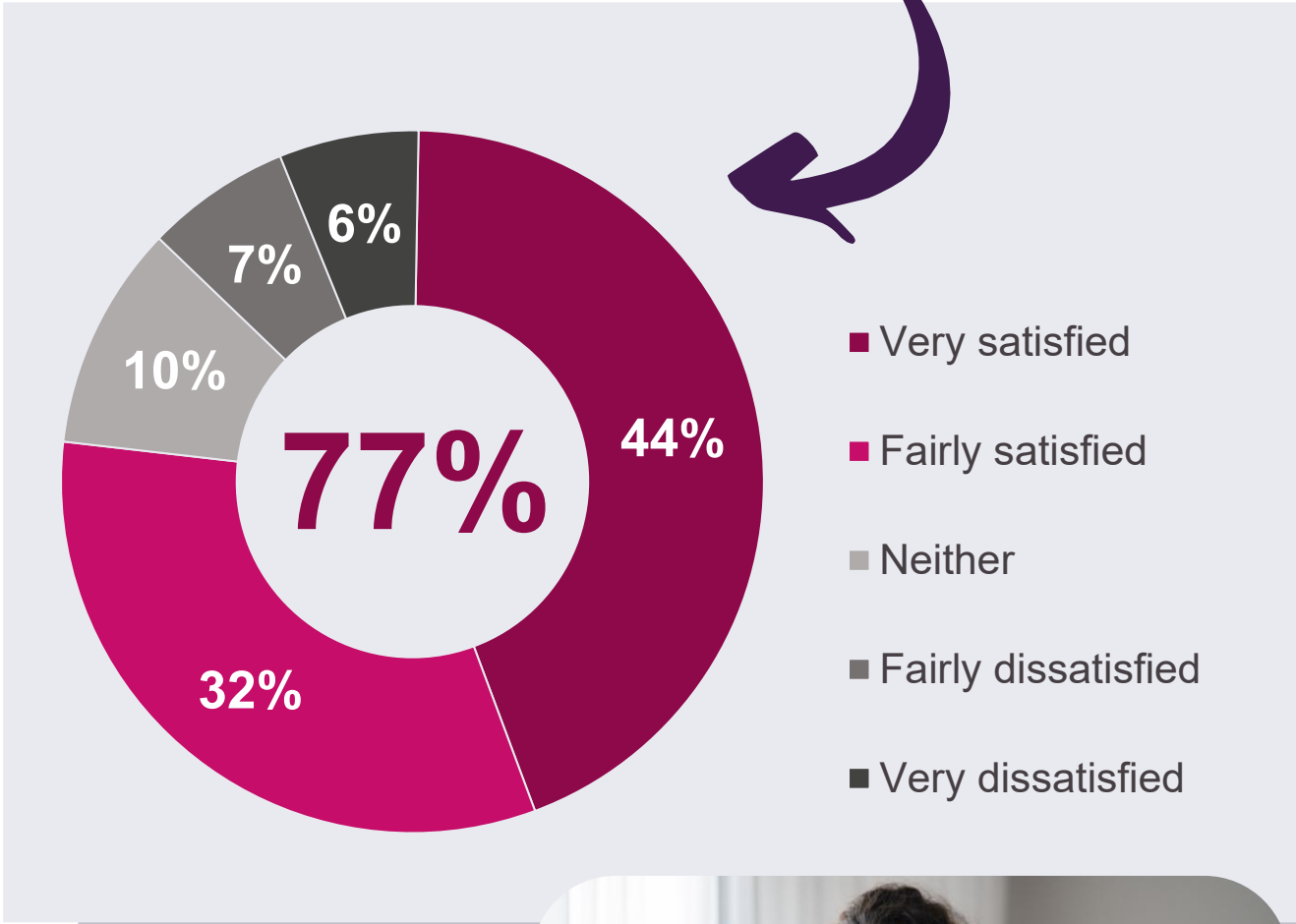
tenants took
part out of a
total of 606

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%**).



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.

Repairs Service (Last 12 months)	82%
Time Taken (Most Recent Repair)	79%
Repairs & Maintenance	74%
Robert Heath Services	78%

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%)**.

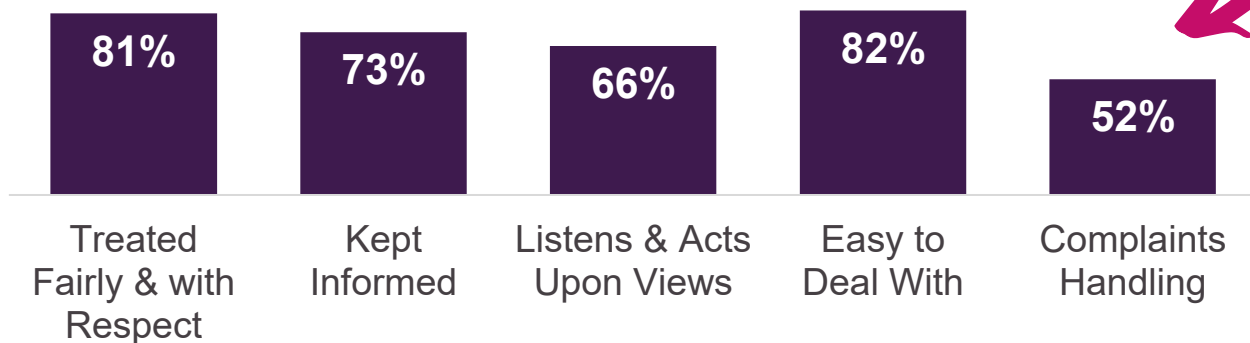


Around eight of ten tenants are satisfied that GCHA is easy to deal with **(82%)**.



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

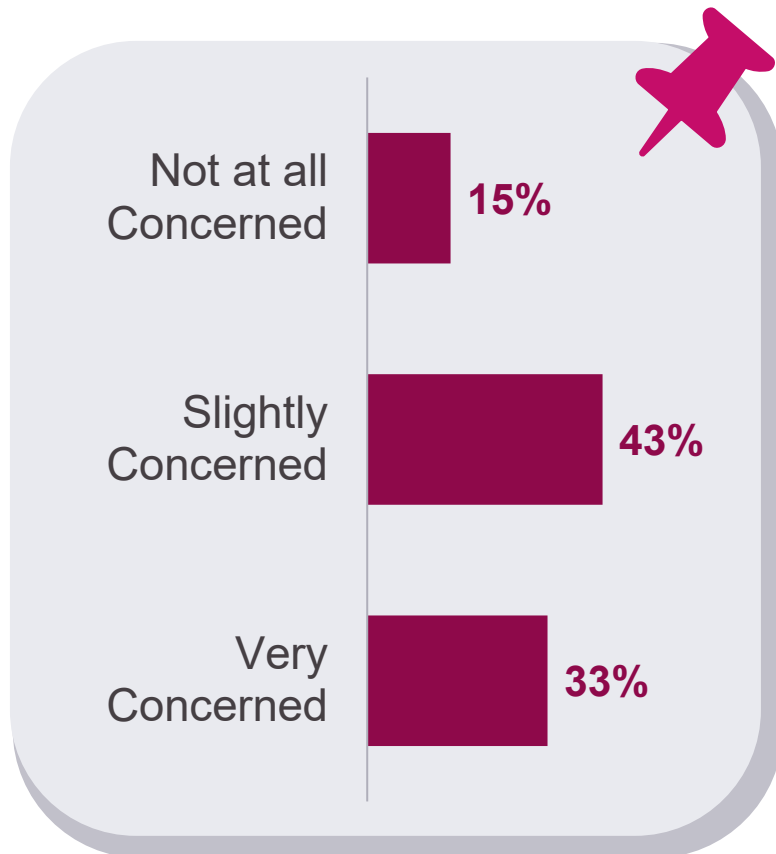
23% of tenants said they had made a complaint to GCHA in the last 12 months.



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



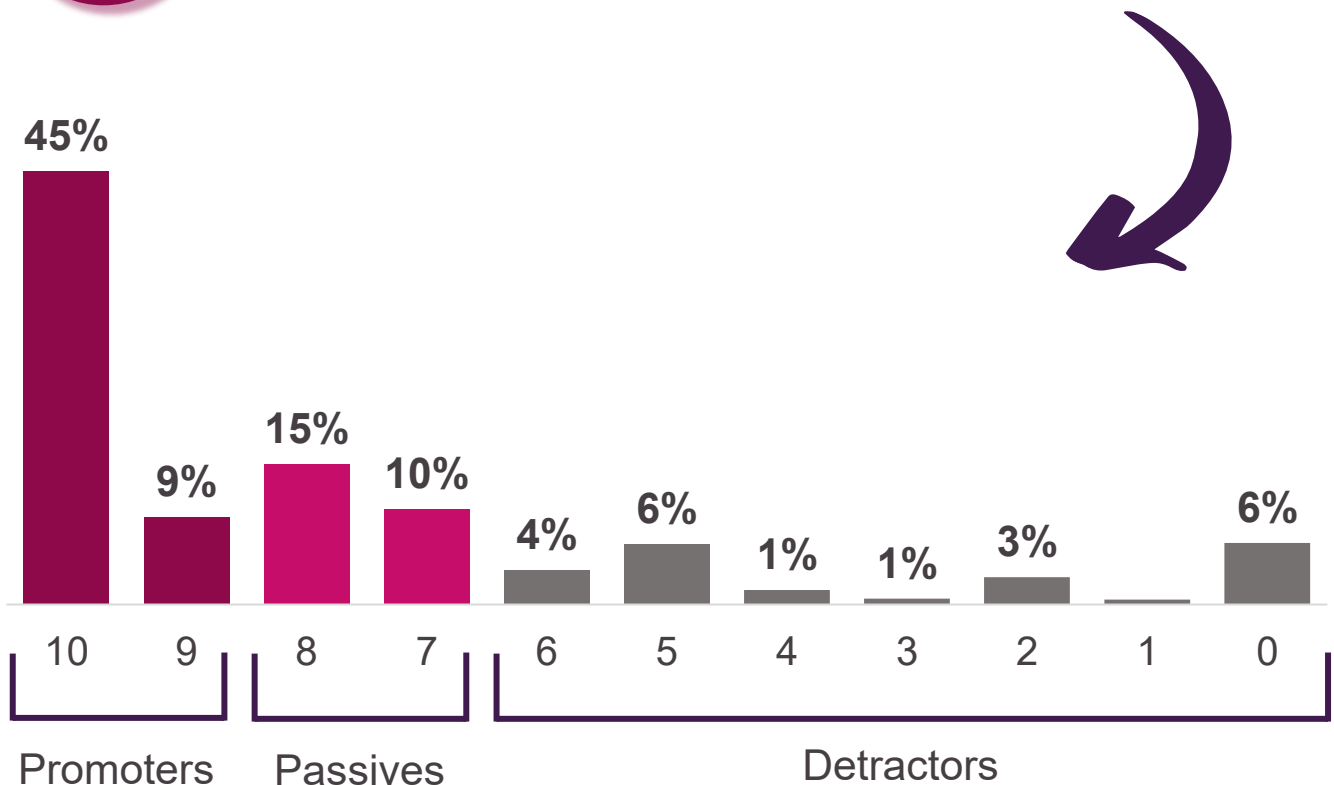
Tenants were also asked how likely they would be to recommend GCHA to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



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**.

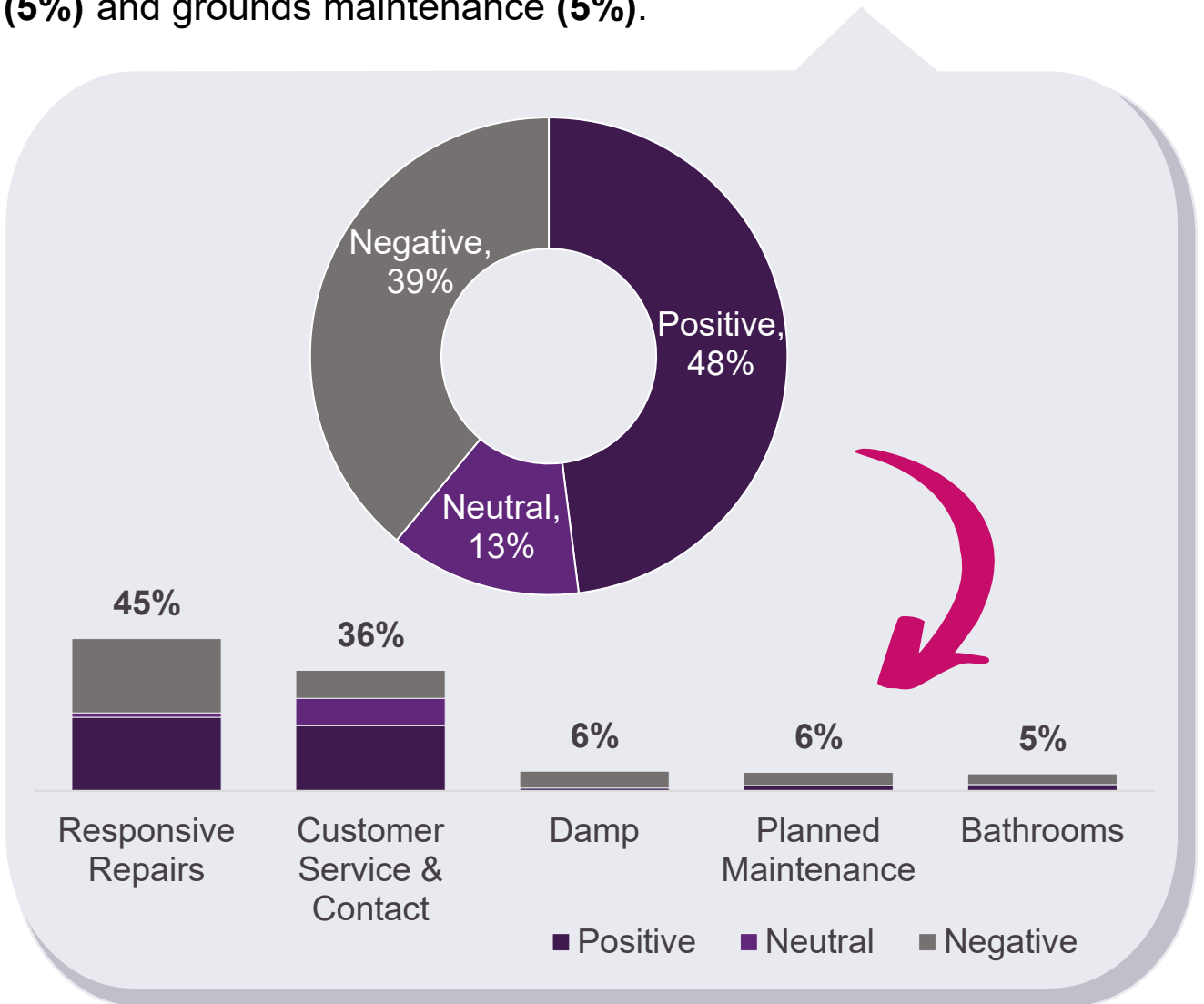


Tenants' Comments

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.



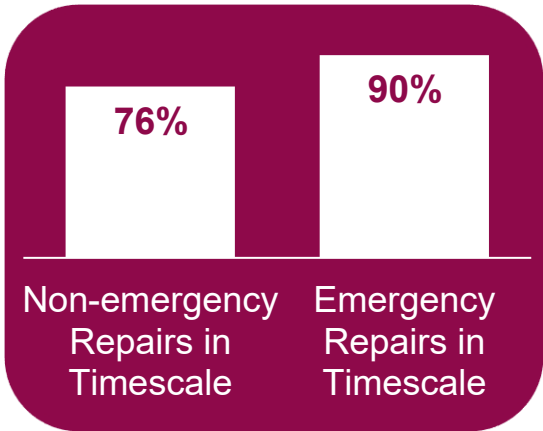
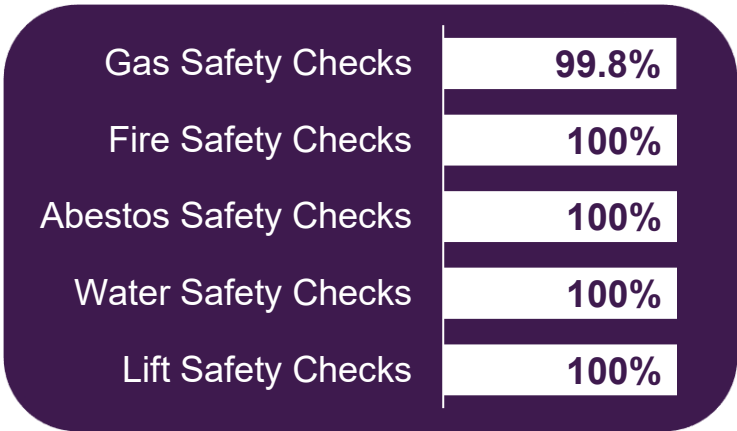
The most commonly mentioned categories by tenants are responsive repairs (**45%**) and customer service and contact (**36%**), followed by damp (**6%**), planned maintenance (**6%**), bathrooms (**5%**) and grounds maintenance (**5%**).



Management Information: Safety & Repairs

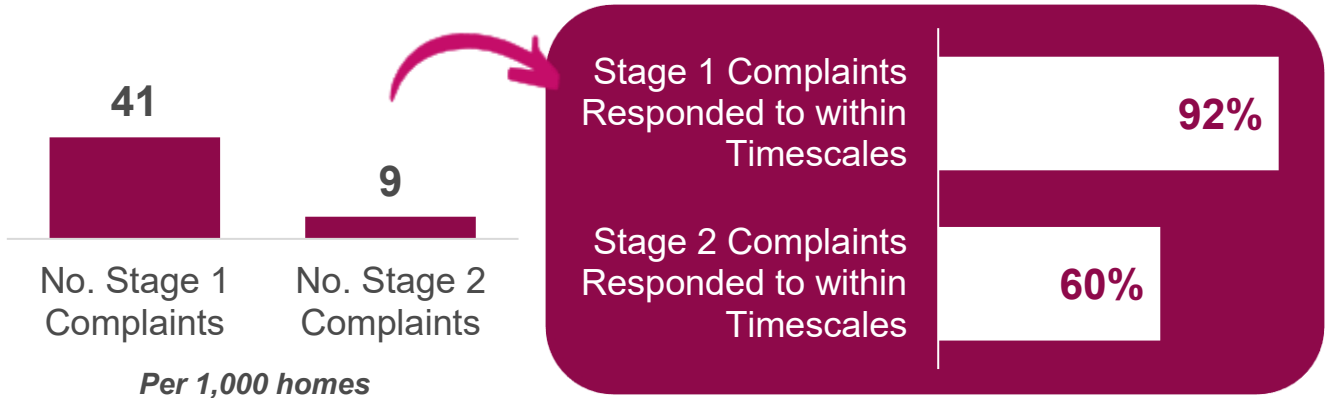
The following two pages include a summary of the TSMs generated from GCHA’s management information. It is important to note that these measures were not questions asked in the survey but are taken from data available to GCHA.

BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.8%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within GCHA’s target timescale.	76%
RP02 (2)	Proportion of emergency responsive repairs completed within GCHA’s target timescale.	90%



Management Information: Complaints & ASB

CH01 (1)	Number of stage one complaints received per 1,000 homes.	41
CH01 (2)	Number of stage two complaints received per 1,000 homes.	9
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	92%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	60%



NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes.	33
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0



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

TSM Summary of Results & Approach

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	77%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	82%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	79%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	78%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	78%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	66%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	73%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	81%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	52%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	77%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	69%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	60%

Sample size	233
Timing of survey	11/09/2025 to 16/12/2025
Collection method(s)	Telephone, postal and online surveys
Sample method	Census
Representativeness of the sample	Representativeness checks by age group, gender, local authority, property type and tenancy length
Details of any weighting applied to the results	Weighting applied on age group
Role of any external contractor(s) in collecting, generating, or validating the reported measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
Number of tenant households in the relevant population that have not been included due to exceptional circumstances	None
Reasons for any failure to meet the required sample size	Required sample size has been met
Type and amount of any incentives offered to tenants to encourage survey completion	Prize draw, with three responses selected at random for a first prize of £100 and two runners up prizes of £50 shopping vouchers
Any other methodological issues likely to have an impact on the reported tenant perception measures	None