



Tenant Satisfaction Survey 2025



Overall Satisfaction

In 2025 Acuity undertook a tenant survey of Populo Homes Residents

Satisfaction with the overall service provided by Populo Homes is at 63% for 2025/26; an increase of 3 percentage points (p.p) against the last survey in 2024/25.

This year's highest scoring measure is for the provision of a safe home at 79%. Three further measures score in the 70% range; repairs in the last 12 months (72%), being kept informed (71%) and a well-maintained home (70%). Nine measures sit in the 60% range, with the upkeep of communal areas the most improved this year, up by 11p.p to 61%.

Complaints handling has the lowest satisfaction and is the measure with the greatest decline in 2025/26 - a reduction of 13p.p to 26%.

70%

Well maintained home

79%

Safe home

72%

Repairs - Last 12 months

58%

Time taken - Last repair

61%

Communal areas clean & well maintained

64%

Positive contribution to neighbourhood

47%

Anti-social behaviour

60%

Listens & Acts

71%

Keeps you informed

69%

Treats fairly & with respect

26%

Complaints handling