

# Your Views



## Tenant Survey 2024/25

### About the Survey

Between November and December 2024, many of you took part in an important survey. All residents were invited to take part in the survey by completing either a telephone interview or an 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 HYELM maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings will provide a view of the key drivers behind satisfaction levels and the issues residents are most concerned about, informing HYELM's future strategic and operational planning.

**65**  
residents took  
part out of a total  
of 125 (12 by  
telephone and  
53 online)

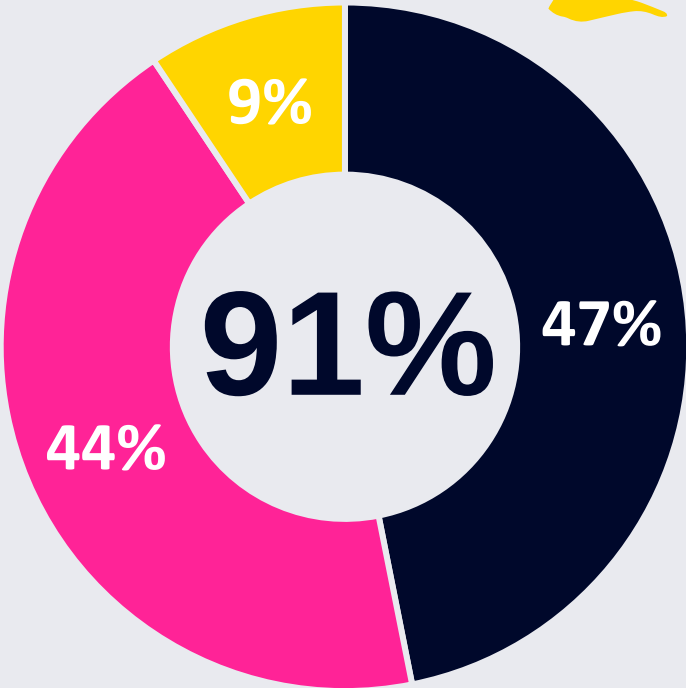
This report contains key results from the survey in respect of residents' opinions about their homes and the services they receive.

**A big thank you to everyone**  
**who took part!**

# Overall Services



Nine out of ten residents are satisfied with the overall service provided by HYELM (91%).



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



# The Home & Communal Areas



Almost nine out of ten residents are satisfied that their home is well maintained **(87%)**.



Slightly more residents are satisfied that HYELM provides a home that is safe **(92%)**.



Six out of seven residents with communal areas are satisfied that they are kept clean and well maintained **(85%)**.



Well  
Maintained  
Home

87%

Safe  
Home

92%

Communal  
Areas

85%

# Repairs Service



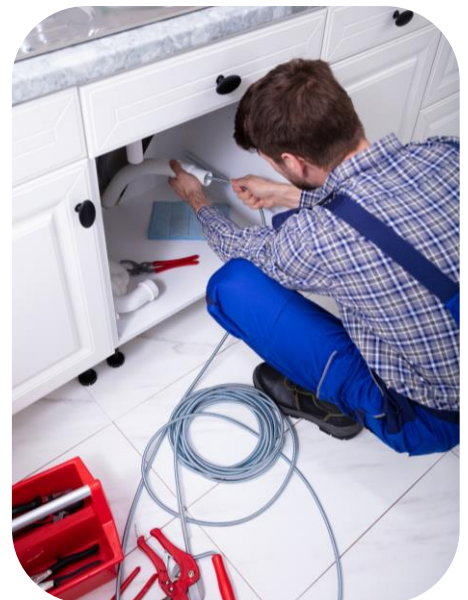
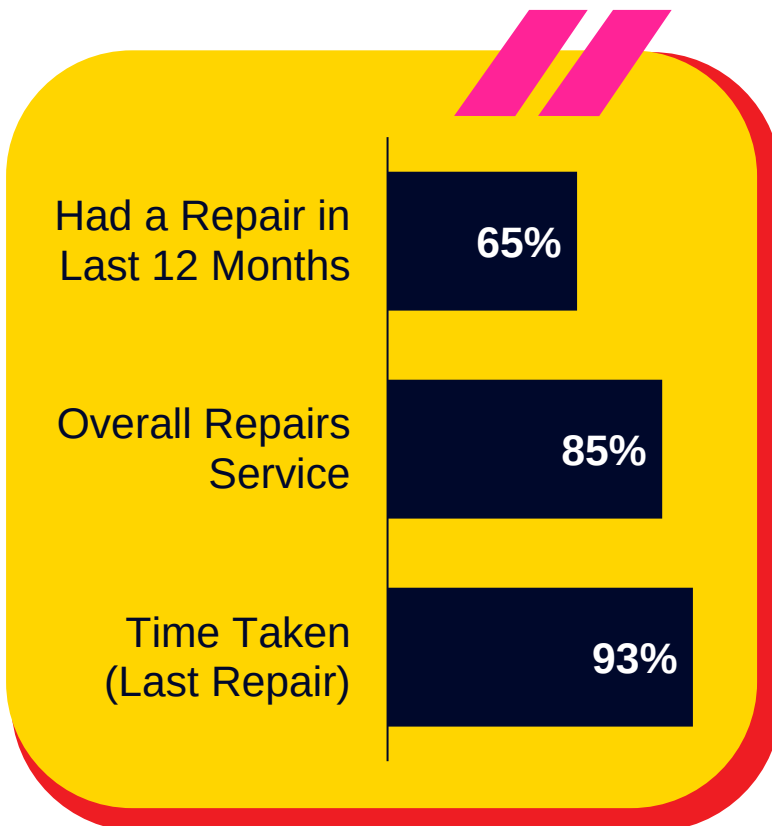
Around two out of three residents had a repair carried out in the last 12 months **(65%)**.



Over eight out of ten of these residents are satisfied with the overall repairs service from HYELM over the last 12 months **(85%)**.



Slightly more residents are satisfied with the time taken to complete their most recent repair after they reported it **(93%)**.



# Neighbourhood Management



Over six out of ten residents are satisfied that HYELM makes a positive contribution to their neighbourhood **(64%)**.



Residents are similarly satisfied with HYELM's approach to handling anti-social behaviour **(63%)**.



Two out of three residents feel there is a sense of community amongst residents living in Old Street **(68%)**.



# Communications & Engagement



Around seven out of ten residents are satisfied that HYELM listens to their views and acts upon them **(72%)**.



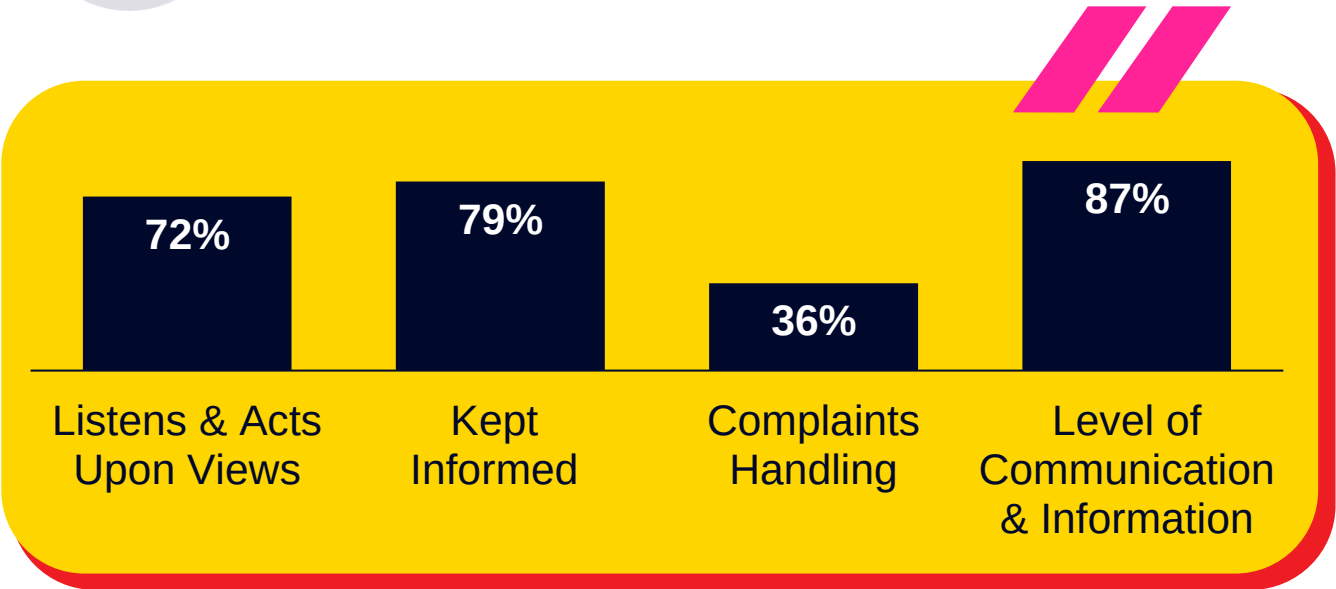
Eight out of ten residents are satisfied that they are kept informed about things that matter to them **(79%)**.



Around one-third of residents who made a complaint are satisfied with HYELM’s approach to complaints handling **(36%)**.



Six out of seven residents are satisfied with the level of communication and information HYELM provides **(87%)**.



# Staff & Treatment



Over eight out of ten residents agree that they are treated fairly and with respect **(84%)**.



Residents are similarly satisfied that HYELM is easy to deal with **(82%)**.



Six out of seven residents are satisfied that staff are friendly and approachable **(87%)**.



Treated  
Fairly & with  
Respect

84%

Easy to  
Deal With

82%

Friendly &  
Approachable  
Staff

87%

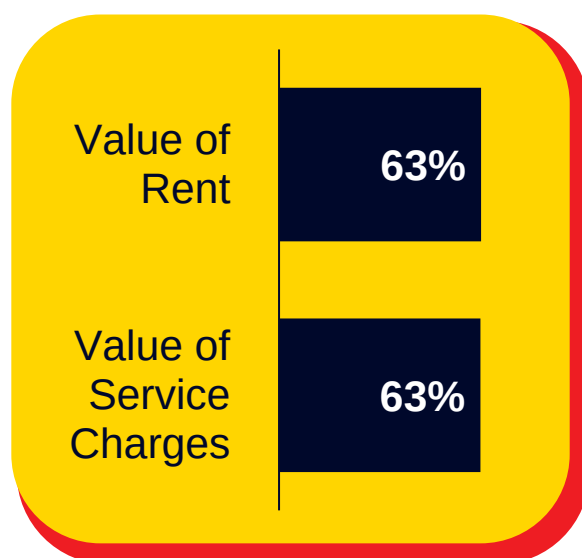
# Value for Money



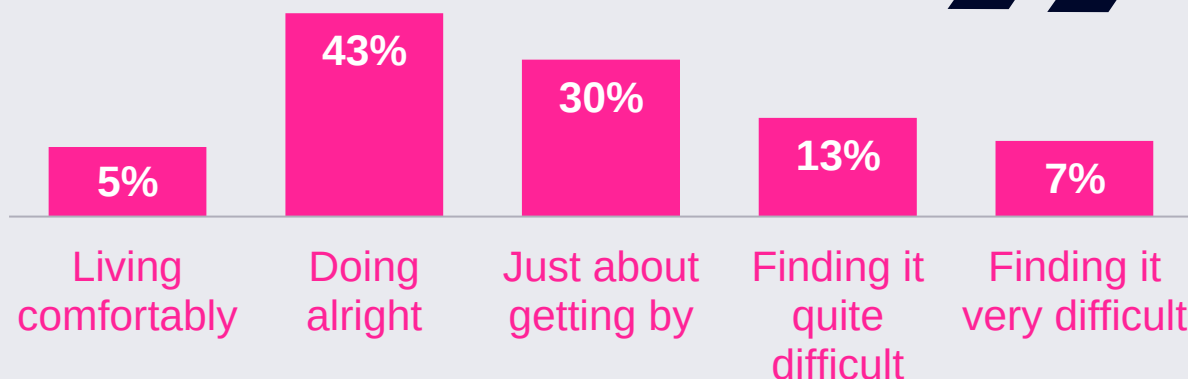
Over six out of ten residents are satisfied that their rent provides value for money **(63%)**.



Residents are similarly satisfied with the value for money of their service charges **(63%)**.



How are residents coping financially?



# Moving In & Out

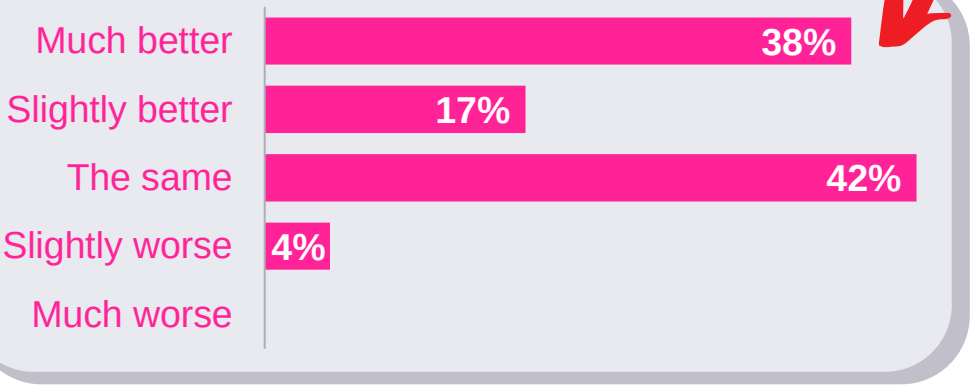


Most residents choose HYELM for convenience for work **(46%)** or cost reasons **(33%)**.



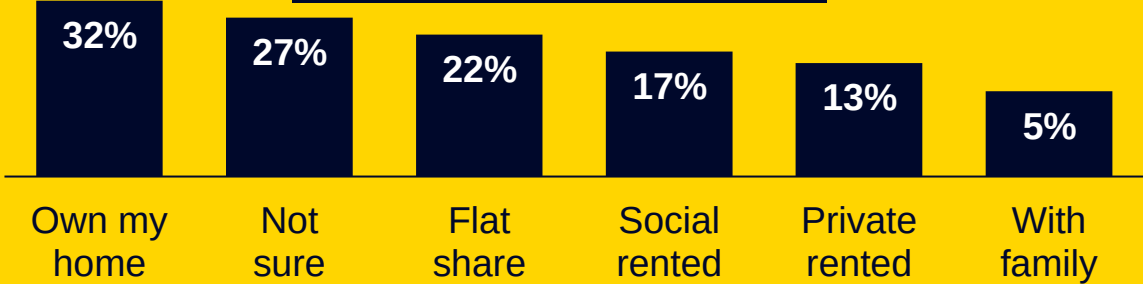
Over half of residents feel their current home is better than their previous home **(54%)**.

How does  
HYELM  
compare  
with where  
residents  
lived  
previously?



Six out of ten residents are worried about their move on options **(60%)**.

Where do residents see themselves living in 5 years?



# Recommending HYELM



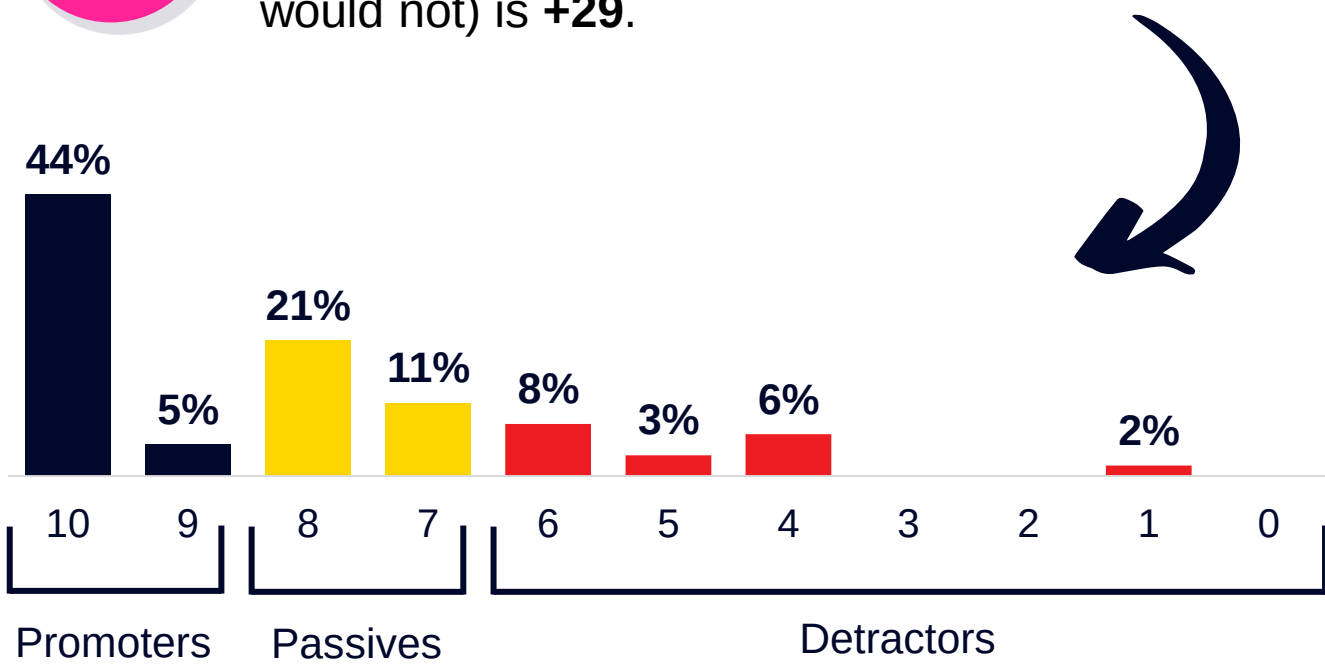
Residents were also asked how likely they would be to recommend HYELM to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Around half of residents are very loyal and happy to recommend HYELM (**48%**). However, **32%** of residents are unsure and **19%** would not recommend them, feeling rather more negatively about the association.



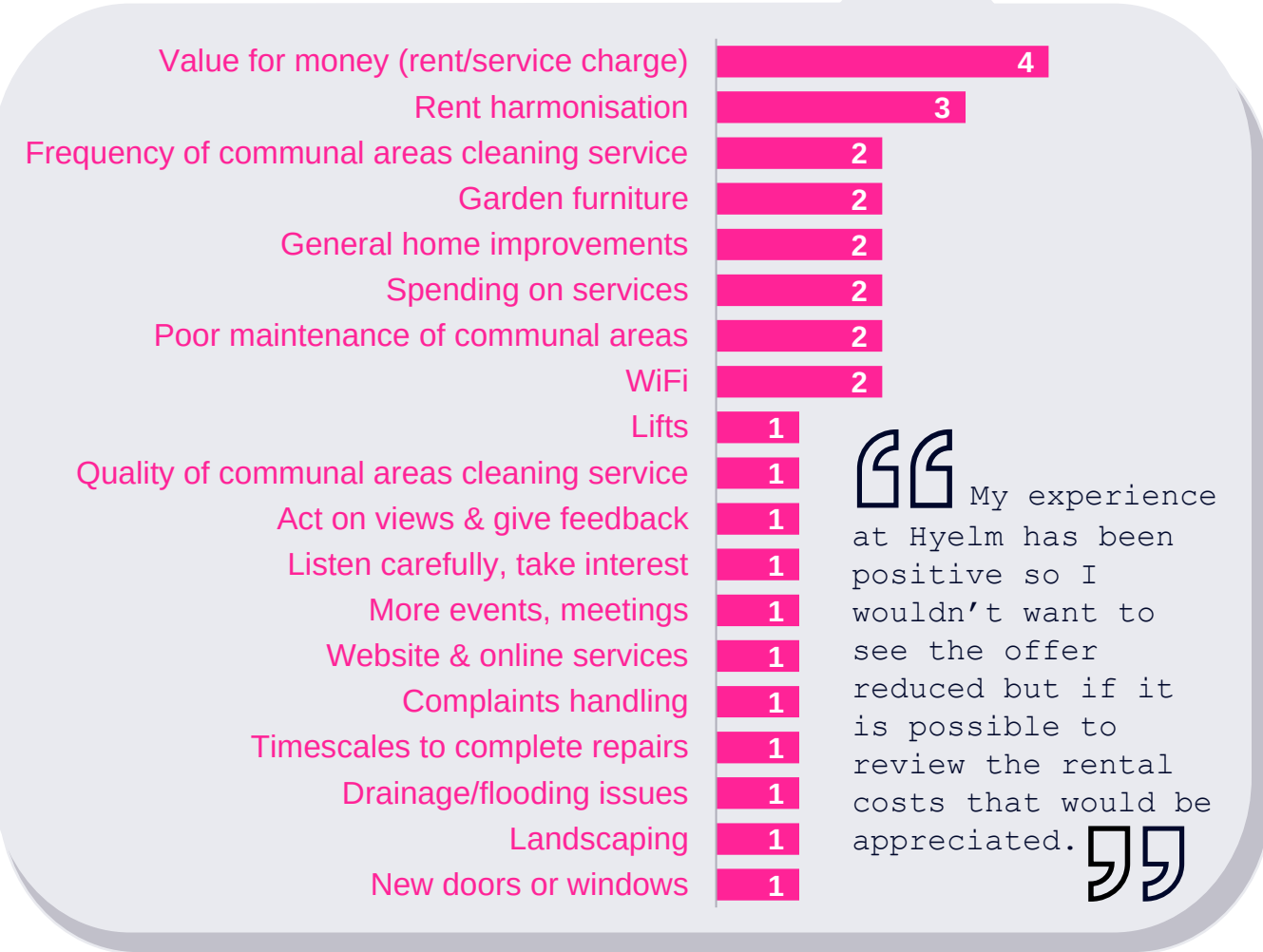
The 'Net Promoter Score' for HYELM (the percentage of those who would recommend the association minus the percentage of those who would not) is **+29**.



# Residents Comments'

Overall, you told us you are satisfied with most of what we do. However, your comments are important to us. When asked, “If HYELM could do one thing to improve its services, what would you like it to be?” 34 residents gave comments. Although 4 of the comments are positive, suggesting they are happy with the current services.

Of the more negative comments, residents most frequently mentioned the value of the rent or service charge. Residents would also like improvements to the communal areas, including the frequency and quality of the cleaning service, and their maintenance. While some residents mentioned the lifts, gardens and WiFi.



# Next Steps

HYELM 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 HYELM does to involve you in developing services. As well as publishing the results of the survey, HYELM plans to put the findings to good use by working with residents to further improve the services they provide.



Thank you  
once again to  
everyone who  
took part.



Publish  
findings for  
residents



Use findings  
to plan and  
improve  
services



Involve  
residents in  
shaping services

If you would like more information about the survey, please call us on 020 7336 9000 or email [hi@hyelm.com](mailto:hi@hyelm.com)