

Your Views

Tenant Survey 2025/26

About the Survey

Between November and December 2025, 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 home 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.

59
residents took
part out of a total
of 115 (17 by
telephone and
42 online)

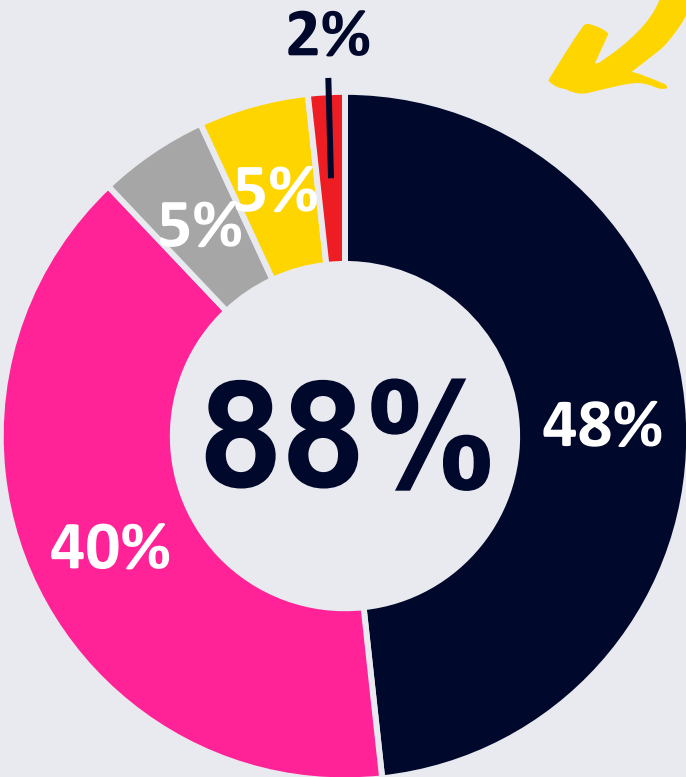
This report contains key results from the survey in respect of residents' opinions about their homes and the services they receive.

A big thank you to everyone
who took part!

Overall Services



Around nine out of ten residents are satisfied with the overall service provided by HYTELM (88%).



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



The Home & Communal Areas



Six out of seven residents are satisfied that their home is well maintained **(86%)**.



Slightly more residents are satisfied that HYTELM provides a home that is safe **(89%)**.



Over nine out of ten residents with communal areas are satisfied that they are kept clean and well maintained **(94%)**.



Well
Maintained
Home

86%

Safe
Home

89%

Communal
Areas

94%

Repairs Service



Around seven out of ten residents had a repair carried out in the last 12 months **(72%)**.



Almost nine out of ten of these residents are satisfied with the overall repairs service from HYELM over the last 12 months **(87%)**.



Residents are similarly satisfied with the time taken to complete their most recent repair after they reported it **(87%)**.

Had a Repair in
Last 12 Months

72%

Overall Repairs
Service

87%

Time Taken
(Last Repair)

87%



Neighbourhood Management



Over six out of ten residents are satisfied that HYELM makes a positive contribution to their neighbourhood **(63%)**.



Three-quarters of residents are satisfied with HYELM's approach to handling anti-social behaviour **(74%)**.



Seven out of ten residents feel there is a sense of community amongst residents living in Old Street **(70%)**.



Contribution to
Neighbourhood

63%

Handling of
ASB

74%

Sense of
Community

70%

Communications & Engagement



Around seven out of ten residents are satisfied that HYELM listens to their views and acts upon them **(73%)**.



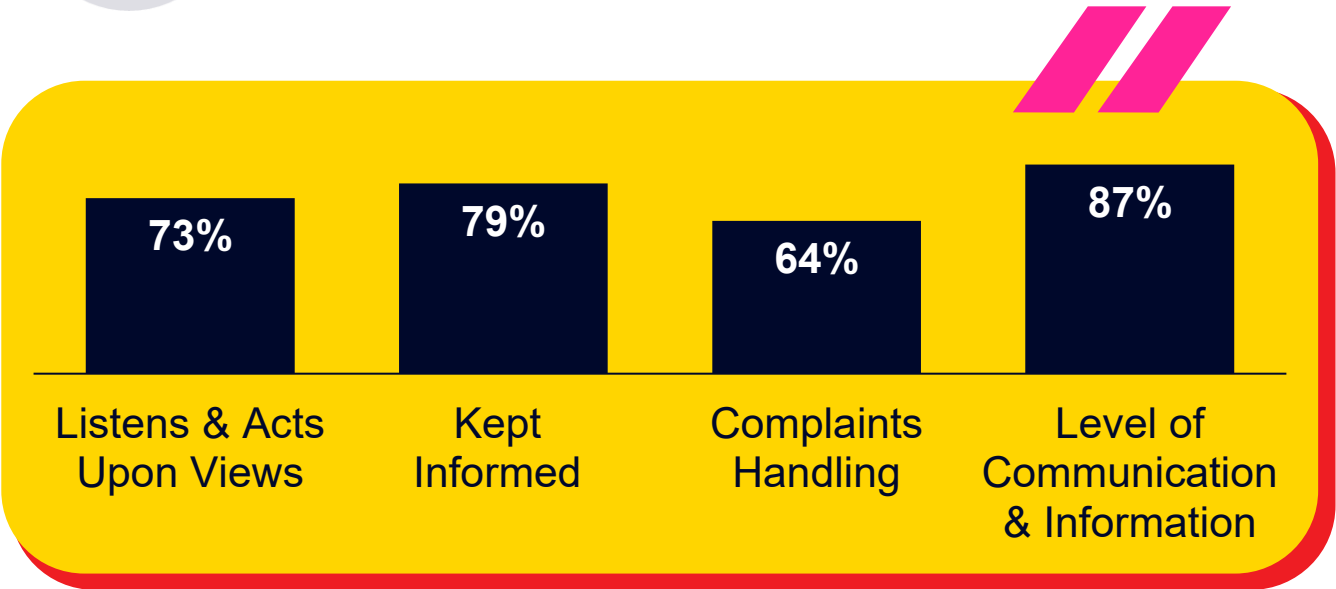
Slightly more residents are satisfied that they are kept informed about things that matter to them **(79%)**.



Over six out of ten residents who made a complaint are satisfied with HYELM’s approach to complaints handling **(64%)**.



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



Staff & Treatment



Around nine out of ten residents agree that they are treated fairly and with respect **(87%)**.



Residents are similarly satisfied that HYELM is easy to deal with **(91%)**.



Almost all residents are satisfied that staff are friendly and approachable **(96%)**.



Treated
Fairly & with
Respect

87%

Easy to
Deal With

91%

Friendly &
Approachable
Staff

96%

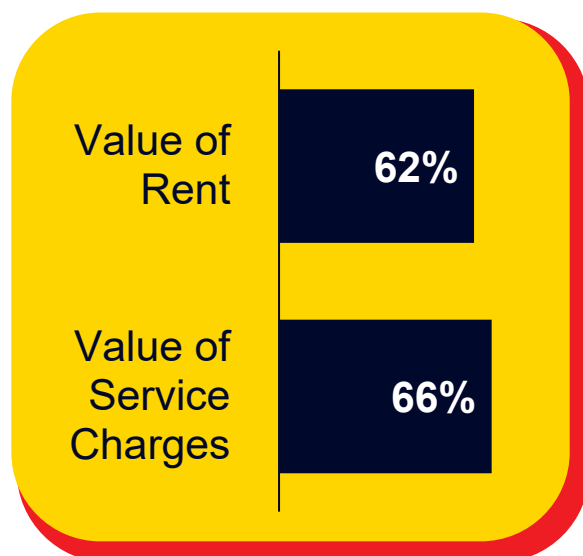
Value for Money



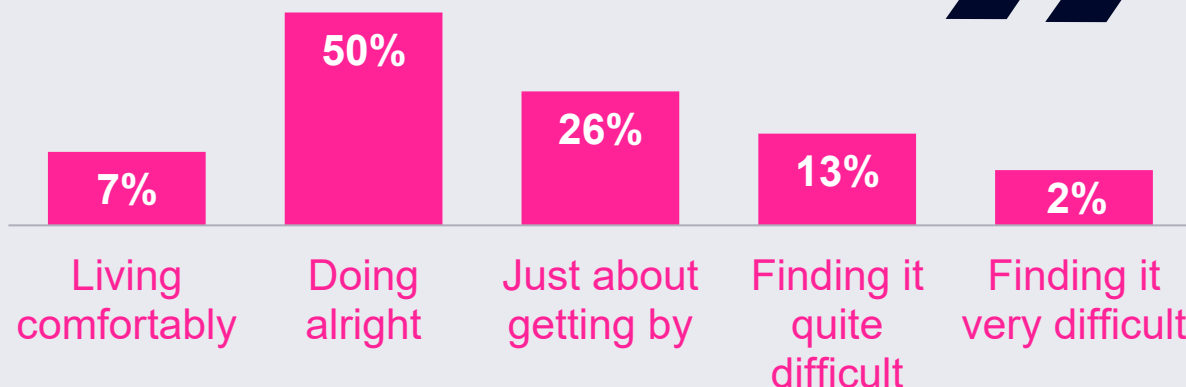
Around six out of ten residents are satisfied that their rent provides value for money **(62%)**.



Slightly more residents are satisfied with the value for money of their service charges **(66%)**.



How are residents coping financially?



Moving In & Out

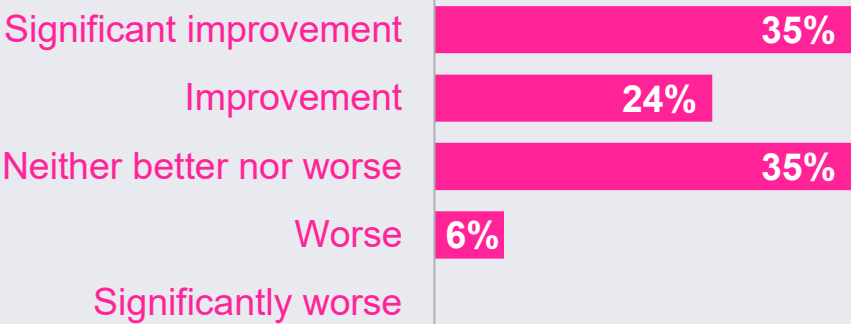


Most residents choose HYELM for convenience for work **(89%)** or cost reasons **(72%)**.



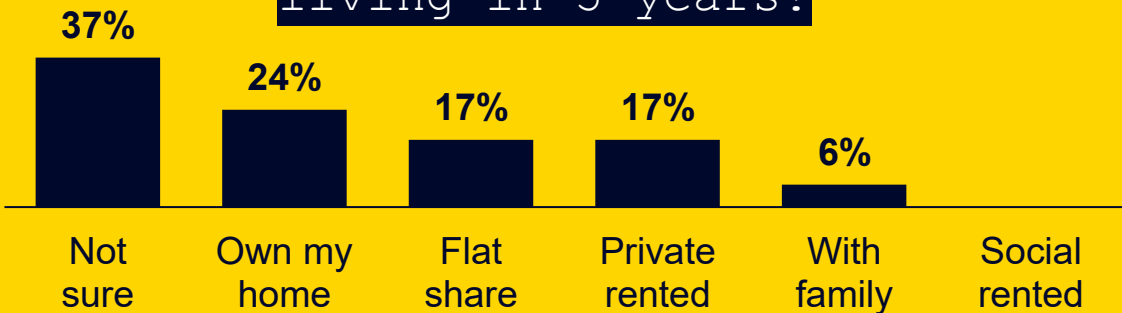
Six out of ten residents feel their current home is better than their previous home **(59%)**.

How does
HYELM
compare
with where
residents
lived
previously?



Four out of ten residents are worried about their move-on options **(41%)**.

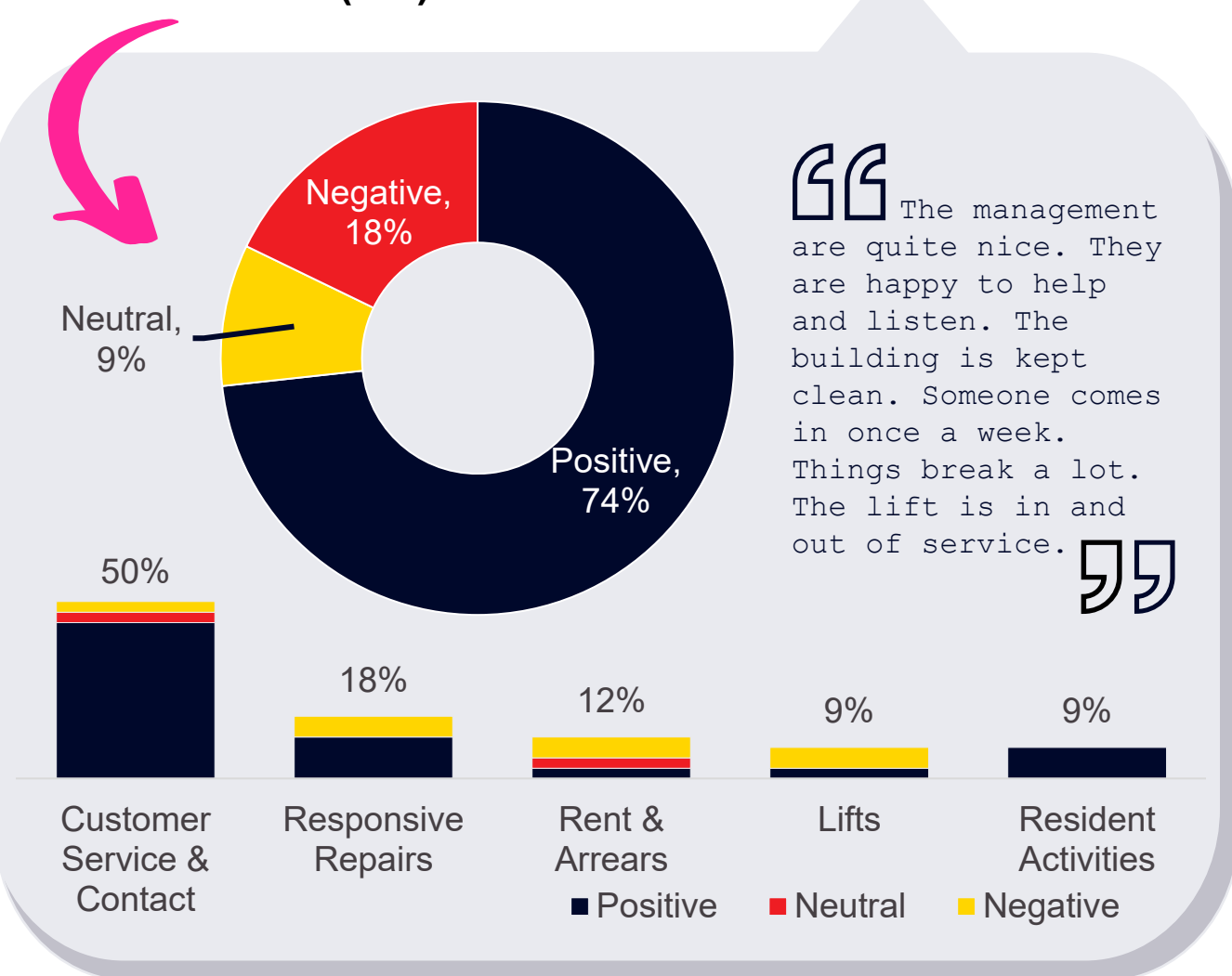
Where do residents see themselves living in 5 years?



Residents Comments'

Residents were asked, “*Please describe your specific experiences that have shaped your view of HYELM’s service*”, and 34 residents gave comments. Over seven out of ten of these comments have positive sentiment (**74%**), **9%** neutral, and **18%** negative sentiment.

The most commonly mentioned category by residents is customer service and contact (**50%**), followed by responsive repairs (**18%**), rent and arrears (**12%**), lifts (**9%**) and resident activities/events (**9%**).



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