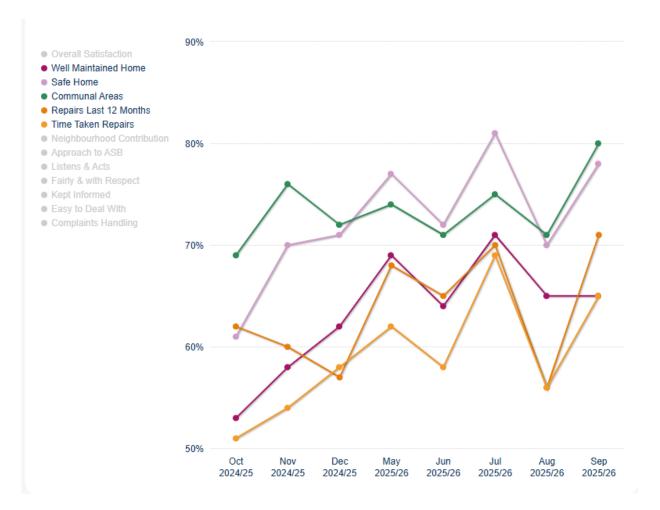
Resident Forum Performance and Resident Satisfaction Update

November 2025





Tenant Satisfaction Measures Latest



Positive trend across all measures

Customer Service Measures

- Overall Satisfaction
- Well Maintained Home
- Safe Home
- Communal Areas
- Repairs Last 12 Months
- Time Taken Repairs
- Neighbourhood Contribution
- Approach to ASB
- Listens & Acts
- Fairly & with Respect
- Kept Informed
- Easy to Deal With
- Complaints Handling



What most influences satisfaction?

Renters



Well Maintained Home	0.73
Listens & Acts	0.71
Easy to Deal With	0.69
Repairs Last 12 Months	0.64
Neighbourhood Contribution	0.63
Fairly & with Respect	0.62
Kept Informed	0.60
Time Taken Repairs	0.59
Safe Home	0.59
Complaints Handling	0.55
Communal Areas	0.51
Approach to ASB	0.51

Home owners



Easy to Deal With	0.81
Listens & Acts	0.78
Neighbourhood Contribution	0.75
Fairly & with Respect	0.73
Safe Home	0.69
Kept Informed	0.66
Complaints Handling	0.55
Communal Areas	0.53
Approach to ASB	0.53
Well Maintained Home	-
Repairs Last 12 Months	-
Time Taken Repairs	-



RSC Introduction

newlon

Introduction

This report provides an overview of Newlon's performance in relation to key resident services. It is organised by the themes set out in our Corporate Plan and includes performance against key regulatory measures (TSMs).

Abbreviations, acronyms and technical terms

YTD = Year to date

PY = Previous year

LCRA = Low cost rented accommodation or 'renters'

LCHO = Low cost home ownership or 'shared owners'

EPC = Energy Performance Certificate

DHS = Decent Homes Standard

LOLER = Lifting operations and lifting equipment regulations

FRA = Fire risk assessment

Void = An empty property

Chart types explainer

TSM Satisfaction Questions

Questions are abbreviated throughout the report. The full list of questions is:

Date range: 01/10/2024 to 30/09/2025

Overall Satisfaction: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Newlon Housing Trust?

Well Maintained Home: How satisfied or dissatisfied are you that Newlon Housing Trust provides a home that is well maintained?

Safe Home: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Newlon Housing Trust provides a home that is safe?

Communal Area satisfaction: How satisfied or dissatisfied are you that Newlon Housing Trust keeps these communal areas clean and well-maintained?

Repairs last 12 months: How satisfied or dissatisfied are you with the overall repairs service from Newlon Housing Trust over the last 12 months?

Time taken repairs: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Listens to views: How satisfied or dissatisfied are you that Newlon Housing Trust listens to your views and acts upon them?

Fairly and with respect: To what extent do you agree or disagree with the following `Newlon Housing Trust treats me fairly and with respect`?

Easy to Deal With: How satisfied or dissatisfied are you that Newlon Housing Trust is easy to deal with?

Keeps you informed: How satisfied or dissatisfied are you that Newlon Housing Trust keeps you informed about things that matter to you?

Contribution to neighbourhood: How satisfied or dissatisfied are you that Newlon Housing Trust makes a positive contribution to your neighbourhood?

Approach to ASB: How satisfied or dissatisfied are you with Newlon Housing Trust's approach to handling anti-social behaviour?

Complaints Handling: How satisfied or dissatisfied are you with Newlon Housing Trust's approach to complaints handling?

Performance Summary

Date range: 01/10/2024 to 30/09/2025

FY, Month

Multiple selections

Budget Code Groups, Budget Code

All

Property Type

All











