

Your Views

Tenant Satisfaction Survey 2024/25

About the Survey

Across two waves (October and November 2024 and February and March 2025), many of you took part in an important survey. A representative sample of tenants were invited to take part in the survey via telephone interviews.

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 Epping Forest District Council (Epping Forest DC) maintains your home and delivers key housing 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 main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Epping Forest DC's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



1,151

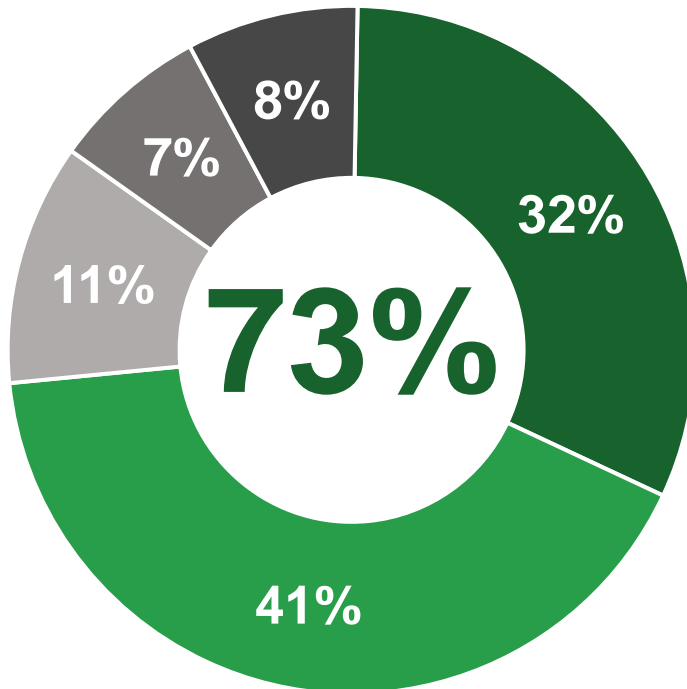
tenants took
part out of a
total of 6,386
households

A big thank you to everyone who took part!

Overall Service



Over seven out of ten tenants are satisfied with the overall service provided by Epping Forest DC (**73%**).



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



The Home and Communal Areas



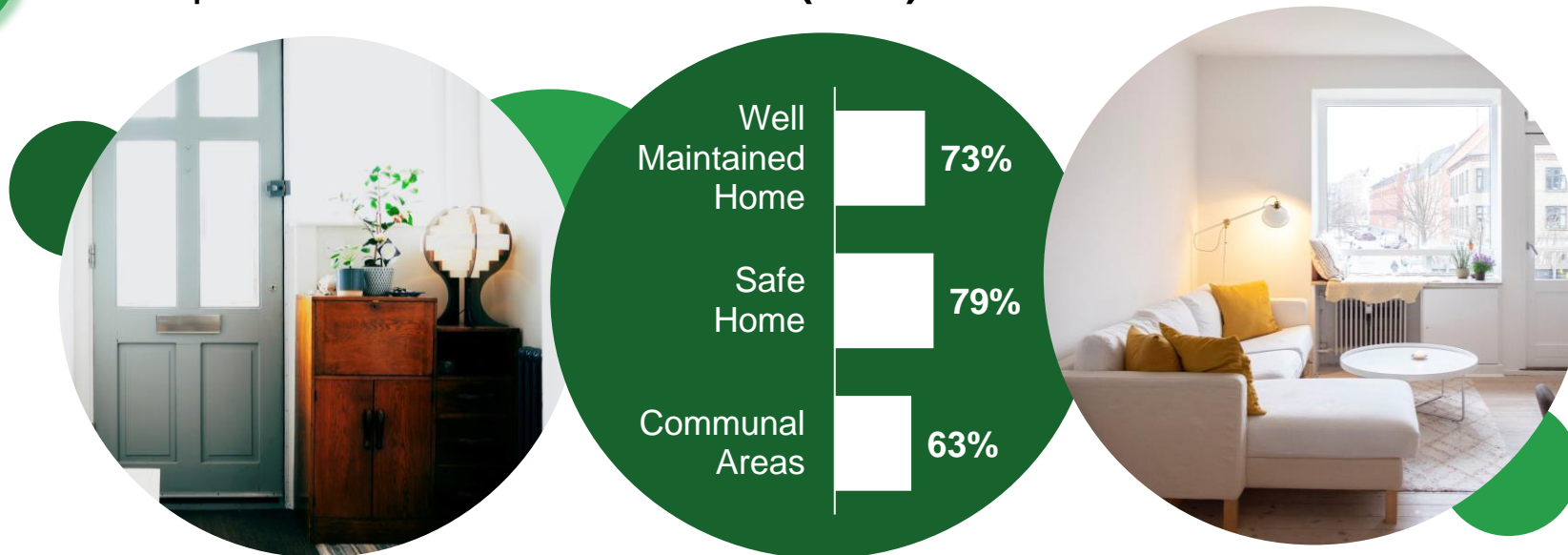
Around three out of four tenants are satisfied that they are provided with a home that is well maintained **(73%)**.



Slightly more tenants are satisfied that Epping Forest DC provides them with a home that is safe **(79%)**.



Over six out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained **(63%)**.



Repairs Service



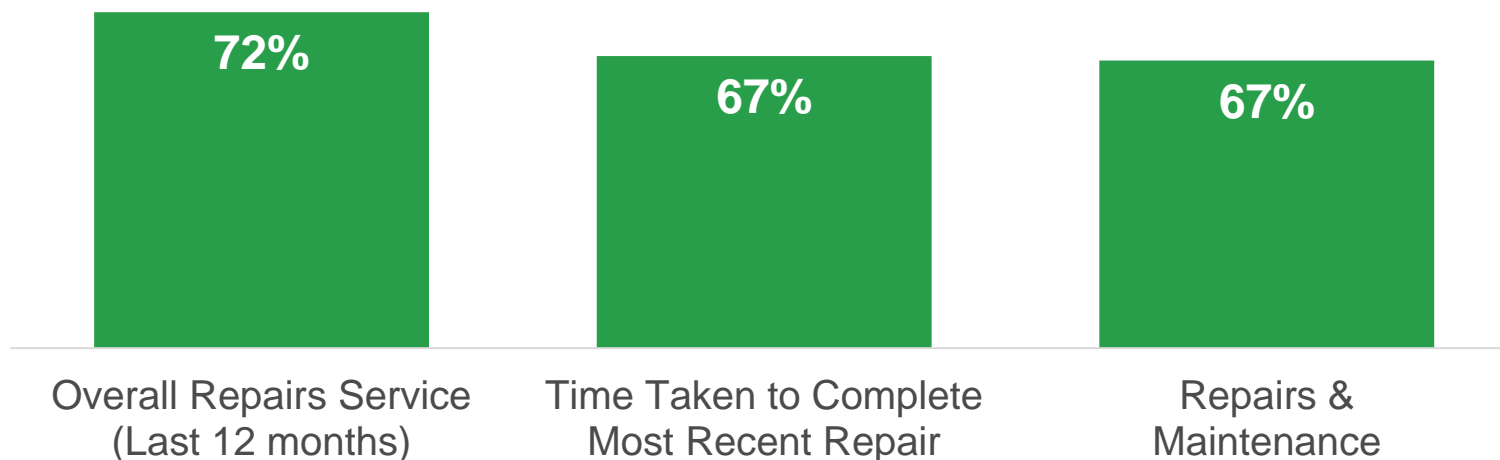
Around seven out of ten tenants that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(72%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(67%)**.



Two out of three tenants are also satisfied with the way Epping Forest DC deals with repairs and maintenance generally **(67%)**.



61%
of tenants had a repair carried out in the last 12 months

The Neighbourhood



Around seven out of ten tenants are satisfied that Epping Forest DC makes a positive contribution to their neighbourhood **(68%)**.



Slightly fewer tenants are satisfied with Epping Forest DC's approach to handling anti-social behaviour **(59%)**.



Communications and Tenant Engagement



Around six out of ten tenants are satisfied that Epping Forest DC listens to their views and acts upon them **(57%)**.



Three out of four tenants are satisfied that they are kept informed about things that matter to them **(76%)**.



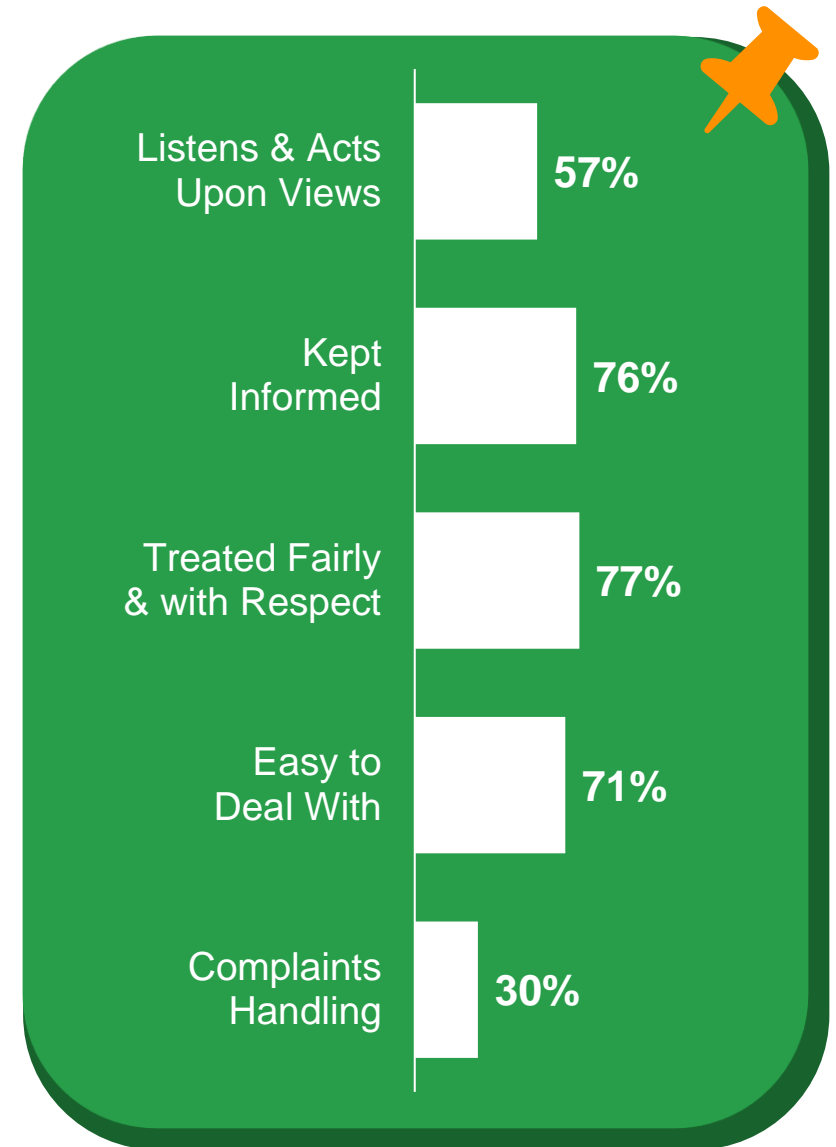
Around eight out of ten tenants agree that they are treated fairly and with respect by Epping Forest DC **(77%)**.



Seven out of ten tenants are satisfied that Epping Forest DC is easy to deal with **(71%)**.



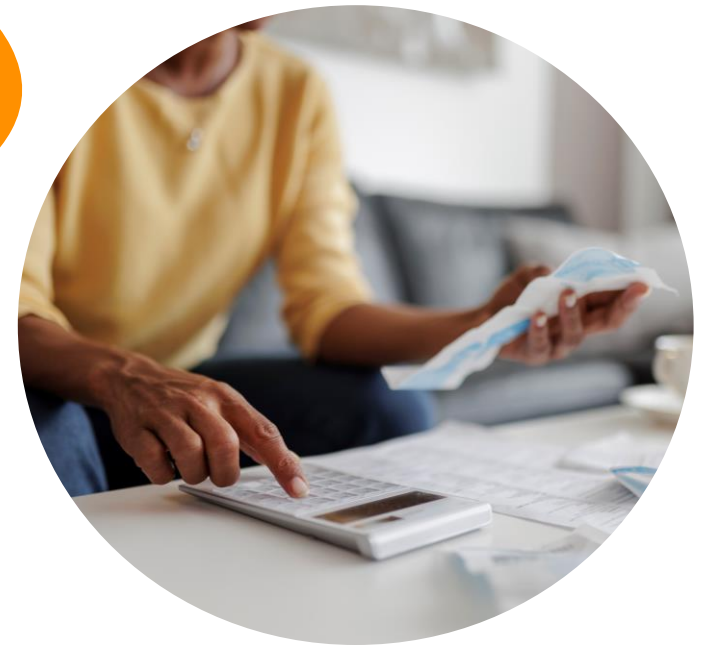
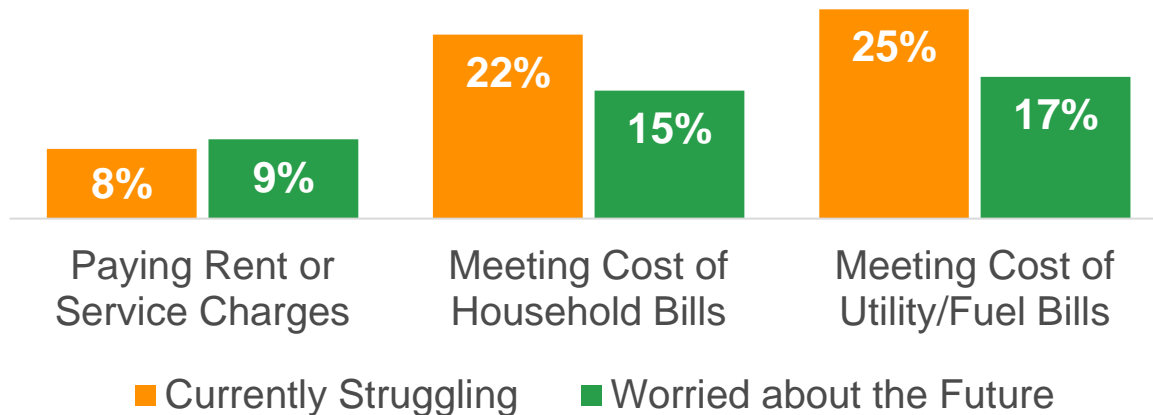
Three out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling **(30%)**.



Wellbeing



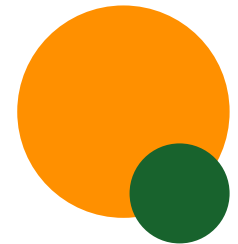
Some tenants are currently struggling to pay their rent or service charges (**8%**), with more struggling to meet the costs of household bills (**22%**) and utility/fuel bills (**25%**). Other tenants are worried about these different payments in the future (between **9%** and **17%**).



Seven out of ten tenants are satisfied with the energy efficiency of their home (**70%**).



Around three out of ten tenants said they currently have damp or mould in their home (**28%**). Of these tenants, **72%** have reported the problem to Epping Forest DC.



Recommending Epping Forest DC



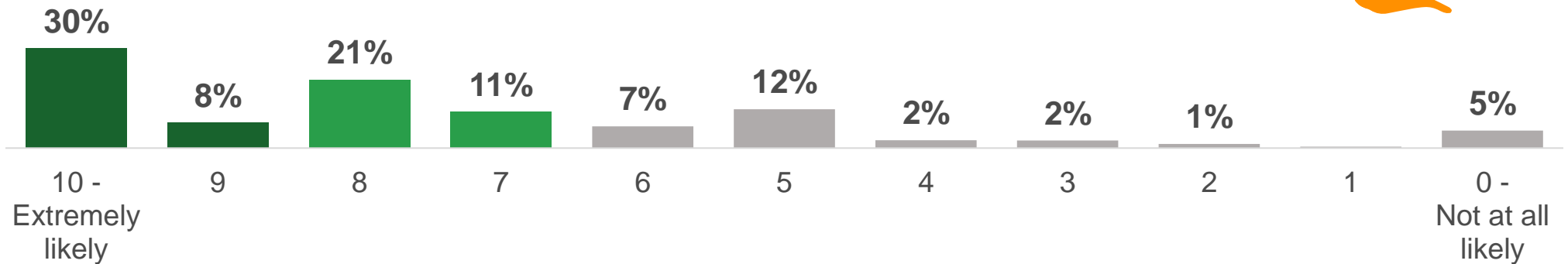
Tenants were also asked how likely they would be to recommend Epping Forest DC to other people. This is a 0-10 point rating. Those who would recommend Epping Forest DC score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Around four out of ten tenants are happy to recommend Epping Forest DC to other people (**38%**). However, **32%** of tenants are unsure, and **30%** would not recommend them, feeling rather more negative about the housing services.



The 'Net Promoter Score' for Epping Forest DC (the percentage of those who would recommend Epping Forest DC minus the percentage of those who would not) is **+8**.



Tenants' Comments

Finally, tenants were asked what one thing Epping Forest DC could improve, and 1,053 tenants gave comments.

Tenants most frequently referred to the repairs service, including the time taken to complete repairs, contractors and outstanding repairs that have not been dealt with.

Tenants also commented on communications and customer service, such as the care, empathy and support received from staff and how they are listened to.

Some tenants mentioned issues around road repairs and car parking, as well as anti-social behaviour.

Top comments

Day-to-day repairs - Timescales to complete repairs 6%

Communications & information - Communications (in general) 4%

Council, other agencies - Road repairs 4%

Customer services & contact - Care, empathy, support, etc 4%

Day-to-day repairs - Contractor 4%

Neighbourhood problems - Car parking, signage & garage areas 3%

Communal areas - Maintenance of communal areas 3%

Communications & information - Listen carefully, take interest 2%

Neighbourhood problems - Anti-social behaviour 2%

Day-to-day repairs - Outstanding/forgotten repairs 2%

Day-to-day repairs - Repairs service generally 2%

Home improvements - New kitchen, bathroom 2%

Your Views

Epping Forest DC 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 may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Epping Forest DC does to involve you in developing services. As well as publishing the results of the survey, Epping Forest DC 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 to
tenants



Use findings to plan
and improve services,
such as repairs,
communications and
customer service



Involve tenants in
shaping service
improvements



Tenant Satisfaction Measures - Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

Sample size	1,151
Timing of survey	25/10/2024 to 05/03/2025
Collection method(s)	Telephone surveys
Sample method	Random sample, with quotas set
Representativeness of the sample	Quotas set by age group, area, tenure type and length of tenancy to ensure representativeness
Details of any weighting applied to the results	No weighting has been applied
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	No incentives offered
Any other methodological issues likely to have an impact on the reported tenant perception measures	None