



TENANT SATISFACTION MEASURES

Our survey results – 2024/2025





INTRODUCTION

Across the year we listened to tenants through our Tenant Satisfaction survey and 1,959 told us what they thought.

We do this to see how well we're doing and we also share an annual report with the Regulator of Social Housing.

We use an external partner, Kwest Research who did 1,926 telephone surveys on our behalf. We also carried out 33 surveys face to face when members of our Performance team visited three of our 'Extra Care' schemes to interview tenants who would be unable to take part over the phone.

Tenants were not pre-selected and anyone who was willing to share their views was welcome to do so during the drop-in visits.



Monitoring our own performance

The survey had 18 questions we are required to ask by the Regulator of Social Housing, we asked additional clarification questions and tenants told us if they were satisfied with our services and if not, why not.

Throughout this report you will see how well we performed against our own targets, the key is shown at the top of each page.



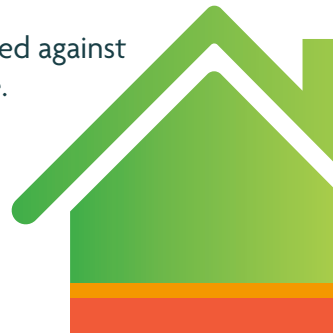
ON OR ABOVE OUR TARGET



WE'RE HEADING IN THE RIGHT DIRECTION



WE STILL HAVE LOTS TO DO





How we perform against the sector

You can also see how we're doing compared to the figures from the Regulator of Social Housing (RSH), we've compared our numbers to the median average* in England. We've also compared ourselves against the data for HouseMark (English landlords) and Greater Manchester Housing Providers (GMHP), also using the median averages.



We are performing well against our own targets and compared to our sector peers.



We are heading in the right direction, against our own performance measures, but below average compared to our sector peers.



We still have lots to do to improve our own performance and when compared to our sector peers.

*This means we are comparing ourselves to the middle value, not the highest or lowest which gives a fairer view of our performance because the median isn't affected by extreme scores.



Tenants told us they're most happy with these three areas:



TREATING YOU FAIRLY AND WITH RESPECT



KEEPING YOU INFORMED ABOUT THINGS THAT MATTER TO YOU



KEEPING YOUR HOME SAFE

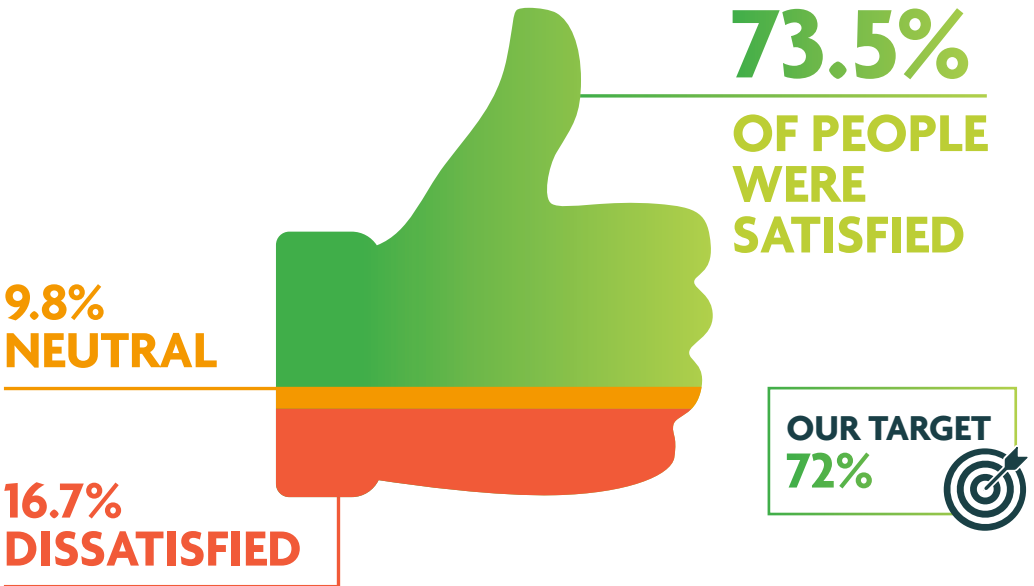
We use your feedback to make changes to the services we deliver to you.

Overall, our results show that we're heading in the right direction in some areas whilst there are other areas that we need to improve upon.



OVERALL SERVICE

Taking everything into account, how satisfied or dissatisfied are you with the service provided by ForHousing?



+3.7% compared with our result for last year (2023/2024)



+1.7% compared with RSH median for this year (2024/2025)



+1.0% compared with HouseMark England median this year (2024/2025)



-0.5% compared with GMHP median this year (2024/2025)



OVERALL REPAIR SERVICE

How satisfied or dissatisfied are you with the overall repairs service from ForHousing over the last 12 months?



+5.7% compared with our result for last year (2023/2024)



+2.5% compared with RSH median for this year (2024/2025)



+2.6% compared with HouseMark England median this year (2024/2025)



+0.1% compared with GMHP median this year (2024/2025)



TIME TAKEN TO COMPLETE REPAIRS

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



+2.1% compared with our result for last year (2023/2024)



+1.3% compared with RSH median for this year (2024/2025)



+1.2% compared with HouseMark England median this year (2024/2025)



-0.2% compared with GMHP median this year (2024/2025)



WELL MAINTAINED HOME

How satisfied or dissatisfied are you that ForHousing provides a home that is well maintained?



+1.0% compared with our result for last year (2023/2024)



+2.7% compared with RSH median for this year (2024/2025)



+2.6% compared with HouseMark England median this year (2024/2025)



+0.4% compared with GMHP median this year (2024/2025)



SAFE HOME

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that ForHousing provides a home that is safe?



+1.3% compared with our result for last year (2023/2024)



+2.2% compared with RSH median for this year (2024/2025)



+0.8% compared with HouseMark England median this year (2024/2025)



-0.2% compared with GMHP median this year (2024/2025)



COMMUNAL AREAS CLEAN AND WELL MAINTAINED

How satisfied or dissatisfied are you that ForHousing keeps communal areas clean and well maintained?



-1.7% compared with our result for last year (2023/2024)



+3.8% compared with RSH median for this year (2024/2025)



+2.8% compared with HouseMark England median this year (2024/2025)



-0.5% compared with GMHP median this year (2024/2025)



KEEPING YOU INFORMED

How satisfied or dissatisfied are you that ForHousing keeps you informed about things that matter to you?



+3.6% compared with our result for last year (2023/2024)



+8% compared with RSH median for this year (2024/2025)



+7.4% compared with HouseMark England median this year (2024/2025)



+5.0% compared with GMHP median this year (2024/2025)



TREAT YOU FAIRLY WITH RESPECT

To what extent do you agree or disagree with the following, “ForHousing treats me fairly and with respect?”



+2.9% compared with our result for last year (2023/2024)



+7.6% compared with RSH median for this year (2024/2025)



+7.3% compared with HouseMark England median this year (2024/2025)



+4.5% compared with GMHP median this year (2024/2025)



HANDLING ANTI-SOCIAL BEHAVIOUR

How satisfied or dissatisfied are you with ForHousing's approach to handling anti-social behaviour?



73.4%
OF PEOPLE
WERE
SATISFIED

6.3%
NEUTRAL

20.2%
DISSATISFIED

OUR TARGET
74%



-0.9% compared with our result for last year (2023/2024)



+13.9% compared with RSH median for this year (2024/2025)



+13.1% compared with HouseMark England median this year (2024/2025)



+4.4% compared with GMHP median this year (2024/2025)



LISTENING AND ACTING

How satisfied or dissatisfied are you that ForHousing listens to your views and acts upon them?



+2.4% compared with our result for last year (2023/2024)



+10.3% compared with RSH median for this year (2024/2025)



+9.6% compared with HouseMark England median this year (2024/2025)



+5.9% compared with GMHP median this year (2024/2025)



POSITIVE CONTRIBUTION TO YOUR NEIGHBOURHOOD

How satisfied or dissatisfied are you that ForHousing makes a positive contribution to your neighbourhood?



+1.9% compared with our result for last year (2023/2024)



+11.1% compared with RSH median for this year (2024/2025)



+9.9% compared with HouseMark England median this year (2024/2025)



+6.7% compared with GMHP median this year (2024/2025)



COMPLAINTS HANDLING

How satisfied or dissatisfied are you with ForHousing's approach to complaints handling?

43.8%

OF PEOPLE WERE SATISFIED

5.2%
NEUTRAL

51.1%
DISSATISFIED

OUR TARGET
42%



+10.0% compared with our result for last year (2023/2024)



+8.3% compared with RSH median for this year (2024/2025)



+8.8% compared with HouseMark England median this year (2024/2025)



+4.8% compared with GMHP median this year (2024/2025)



We know we can always do better. By listening to what you tell us about our services we will continue to improve and learn.

We realise that things can sometimes go wrong. If this happens to you and you are unhappy about our services, then we want you to let us know so we can fix it as quickly as possible.

If you're happy about a service that you've received please tell us.

You can make a complaint or give us a compliment on our [website](#).

If you would like to view the full Tenant Satisfaction Annual Report document you can view this [here](#).

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