

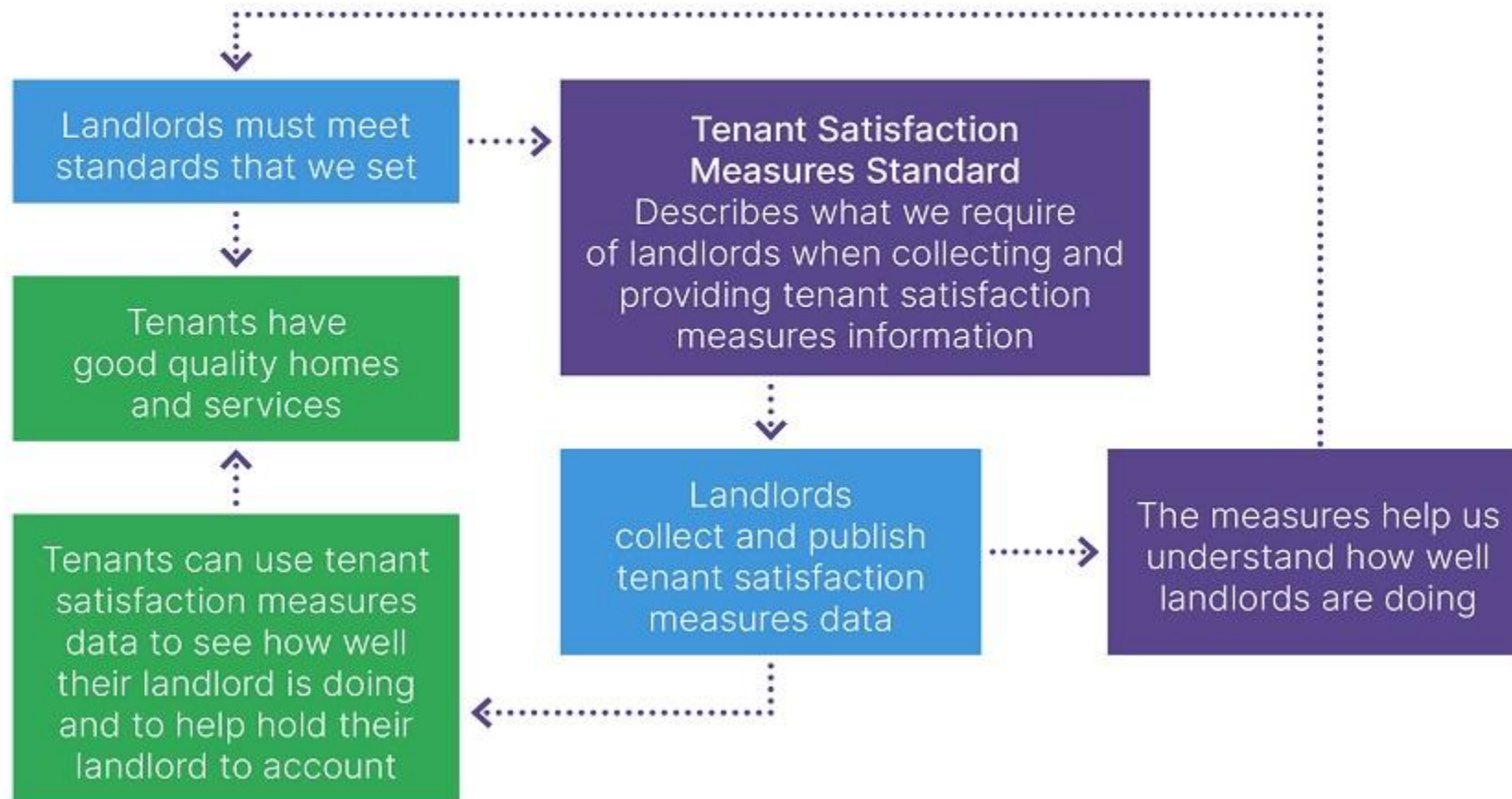
Tenant Perception Survey 2025



Tenant Satisfaction Measures

- The Regulator of Social Housing has created a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services.
- In addition to introducing revised consumer standards, this involves a set of tenant satisfaction measures that social housing landlords must report on.
- The regulator and residents will be able to use these measures to understand how well landlords are doing.

How will tenant satisfaction measures work?



Tenant Satisfaction Measures

There are 22 tenant satisfaction measures, covering five themes:

1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and helpful engagement
4. Effective handling of complaints
5. Responsible neighbourhood management

Ten of these measures will be reported by Property Services through the National Register of Social Housing (NROSH) , and 12 will be measured through carrying out tenant perception surveys.

The results of the perception surveys will be published and shared with residents and the Regulator of Social Housing

Tenant Satisfaction Measures - measured by landlord directly

Keeping properties in good repair

- Homes that do not meet the Decent Homes Standard
- Repairs completed within target timescale

Maintaining building safety

- Gas safety checks
- Fire safety checks
- Asbestos safety checks
- Water safety checks
- Lift safety checks

Effective handling of complaints

- Complaints relative to the size of the landlord
- Complaints responded to within Complaint Handling Code timescales

Responsible neighbourhood management

- Anti-social behaviour cases relative to the size of the landlord

Tenant Satisfaction Measures – measured by tenant perception survey

Overall satisfaction

Keeping properties in good repair

- Satisfaction with repairs
- Satisfaction with time taken to complete most recent repair
- Satisfaction that the home is well maintained

Maintaining building safety

- Satisfaction that the home is safe

Effective handling of complaints

- Satisfaction with the landlord's approach to handling complaints

Tenant Satisfaction Measures – measured by tenant perception survey

- Respectful and helpful engagement
 - Satisfaction that the landlord listens to tenant views and acts upon them
 - Satisfaction that the landlord keeps tenants informed about things that matter to them
 - Agreement that the landlord treats tenants fairly and with respect
- Responsible neighbourhood management
 - Satisfaction that the landlord keeps communal areas clean and well maintained
 - Satisfaction that the landlord makes a positive contribution to neighbourhoods
 - Satisfaction with the landlord's approach to handling anti-social behaviour

Tenant Perception Survey Results 2025



Tenant Perception Survey 2024/25

In December 2025 Refuge launched its second Tenant Perception Survey.

As Refuge is a small provider, a census approach was taken and all tenants within scope were given the opportunity to respond to the survey.

The survey applied to 101 residents who live in properties that Refuge either own or lease and who have signed a Refuge Licence Agreement.

A total of 14 (14%) residents completed the survey, this percentage assumes full occupancy.

Refuge only issues licences but the term “tenant” will be used for the purposes of this report.

The survey was anonymous so individual residents and properties could not be identified to encourage participation

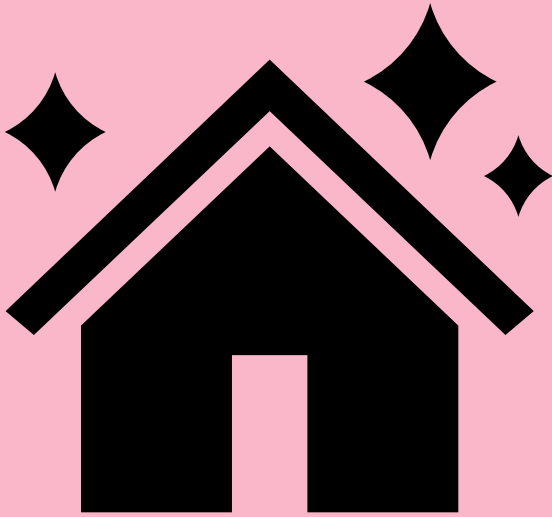
The small sample size should be considered when drawing conclusions from these results

Summary of tenant perception survey results – overall satisfaction

93% of tenants, taking everything into account were very satisfied or fairly satisfied with Refuge's accommodation services



Keeping properties in good repair



- 93% of tenants were very or fairly satisfied with Refuge's repair services
- 100% of tenants were very or fairly satisfied with Refuge's repairs service
- 100% of tenants were very or fairly satisfied with Refuge's repair response times
- 93% of tenants were very or fairly satisfied that Refuge provides a home that is well maintained
- 100% of tenants were very or fairly satisfied that Refuge provides a home that is in a safe condition
- 100% were very or fairly satisfied that Refuge keeps communal areas clean, safe and well maintained

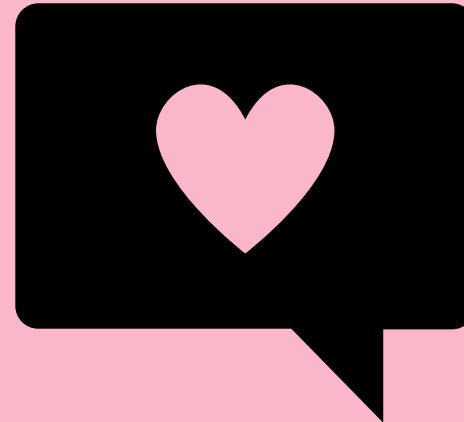
Respectful and helpful engagement

- 93% of tenants were very or fairly satisfied that Refuge listens to their views about their accommodation and acts upon them
- 93% of tenants were very or fairly satisfied with the way Refuge keeps them informed about things that matter to them about their accommodation.
- 93% of tenants strongly agreed or agreed that Refuge as their landlord treats them with respect.



Effective handling of complaints

- One tenant who responded to the survey had previously submitted a complaint. They expressed that they were “very satisfied with Refuge’s approach to handling complaints”.



Responsible neighbourhood management

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

64% very or fairly satisfied

7% neither satisfied nor dissatisfied

28% not applicable/did not know

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

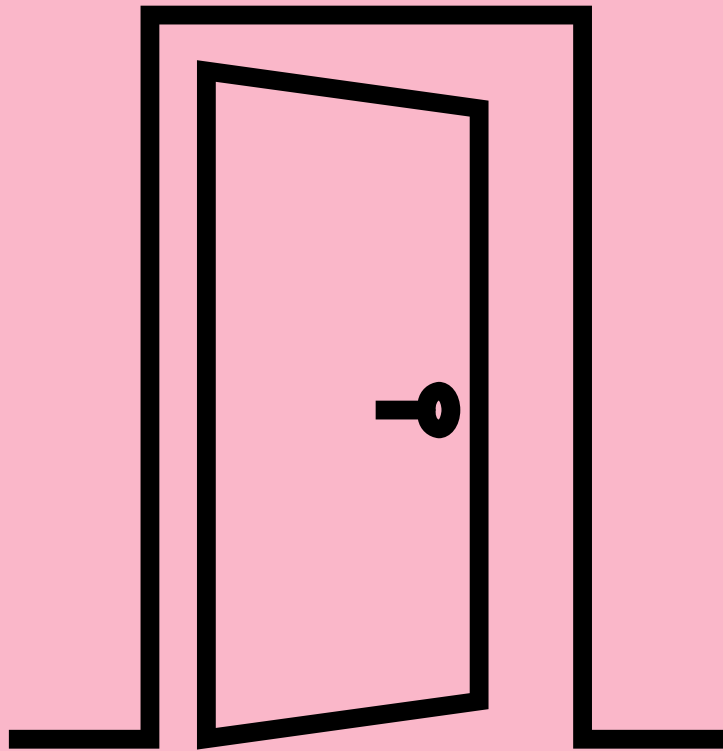
70% very satisfied

7% neither satisfied nor dissatisfied

7% fairly dissatisfied

14% not applicable/do not know

Supplementary Questions



93% of tenants strongly agreed or agreed that Refuge provides a welcoming and inclusive home for all survivors

How could Refuge improve the accommodation?

- By informing survivors when maintenance people will be in the building
- Dealing with ASB e.g. no smoking/vaping in rooms.
- More workshops/sessions for survivors.
- Developing ways for tenants to communicate around cleaning and use of laundry
- “Just maintaining the already known things to repair, other than that nothing”

General Feedback

- “Everything here is good and safe”
- “Honestly, here at the refuge, I thank God that I found a safe and warm place away from the cold instead of living on the streets. In the country I came from, there is nothing like this, so I’m truly grateful. I don’t think anyone would say otherwise. What more could we want than this? Thank you so much. ❤️ ❤️ ❤️ ”
- “None everything is perfect as at is. I feel safe and happy with my refuge standards all safe and good maintained . All keyworkers are supportive. “

Areas for improvement

One tenant (7%) expressed that they were fairly dissatisfied with Refuge's approach to handling anti-social behaviour.

As the survey is anonymous it is not possible to establish whether this relates to anti-social behaviour in the neighbourhood or within shared accommodation.

Across all refuge accommodation including those where Refuge is not the landlord 9% of complaints relate to disputes between residents.

Refuge is increasing the provision of dispersed accommodation which reduces reliance on shared facilities to respond to the diverse needs of survivors of domestic abuse