



IRON OAK

IronOak Homes – Tenant Satisfaction Measures (TSM) Survey Report

- **Survey Period:** April–June 2026
Responses Received: 38
Approximate Total Tenancies: 1,500
Response Rate: Approximately 2.5% (38 responses from 1,500 tenancies)

Executive Summary

The 2026 Tenant Satisfaction Measures survey indicates a **strong overall level of tenant satisfaction** with IronOak Homes. Overall satisfaction achieved **92.1%**, with 35 of 38 respondents reporting that they were either *very satisfied* or *fairly satisfied* with the service provided by IronOak.

Particular strengths include:

- Overall satisfaction with IronOak services.
- Feeling safe in the home.
- Being treated fairly and with respect.
- Listening to tenants and acting on feedback.
- Quality of repairs and property maintenance.

The main areas for improvement relate to:

- Complaint handling.
- Repair completion times.
- Anti-social behaviour management.
- Communication around maintenance activities.
- Environmental issues at certain schemes, particularly reports of rodent infestations.

Key Findings



Overall Satisfaction



92.1% of respondents indicated they were either very satisfied or fairly satisfied with the overall service provided by IronOak Homes. Only two respondents reported dissatisfaction and one respondent was neutral.



This demonstrates a strong level of confidence in the organisation and compares favourably with expectations for social housing providers.

Qualitative Feedback

Positive comments highlighted responsive housing officers and prompt action on many repair requests. However, several respondents raised issues regarding:



Delays in completing some repairs.



Shower maintenance.



Kitchen upgrades.



Better notification when contractors are attending properties.

Overall Satisfaction Breakdown

Response	Number
Very Satisfied	20
Fairly Satisfied	15
Neither Satisfied or dissatisfied	1
Fairly Dissatisfied	2
Very Dissatisfied	0

2. Repairs and Maintenance

Satisfaction with Repairs Service

Among tenants who had received a repair during the previous 12 months, **87.5%** were satisfied with the overall repairs service

Satisfaction with Repair Timescales

Satisfaction fell slightly when tenants were asked specifically about the time taken to complete their most recent repair, with **81.2%** expressing satisfaction.

Home Maintenance

86.8% of respondents were satisfied that IronOak provides a home that is well maintained.

3. Building Safety



Satisfaction regarding the safety of homes was very positive, with **89.5%** of respondents satisfied that IronOak provides a safe home. Many tenants specifically referenced:



Feeling safe in their accommodation.



Quiet environments.



Good relationships with neighbours and staff support

4. Tenant Engagement and Communication

Listening to Tenant Views

91.4% of respondents expressed satisfaction that IronOak listens to their views and acts upon them.

Keeping Residents Informed

86.5% of respondents were satisfied that IronOak keeps them informed about matters important to them.



Respect & Fair Treatment

One of the strongest outcomes was the response to the statement:

“IronOak treats me fairly and with respect.”

89.5% of respondents either agreed or strongly agreed with this statement.

Many respondents specifically praised:

 Housing Officers

 Support Workers

 Staff Responsiveness

 Professional and caring attitudes.

6. Complaints Handling

Complaints handling produced the lowest level of satisfaction within the survey.

Among respondents who had experienced the complaints process, only **57.7%** reported satisfaction.

Comments highlighted concerns relating to:

- Complaint responses not meeting expectations.
- Perceived delays.
- Desire for clearer communication and resolution processes.

This represents the most significant area for improvement and should be considered a priority action.



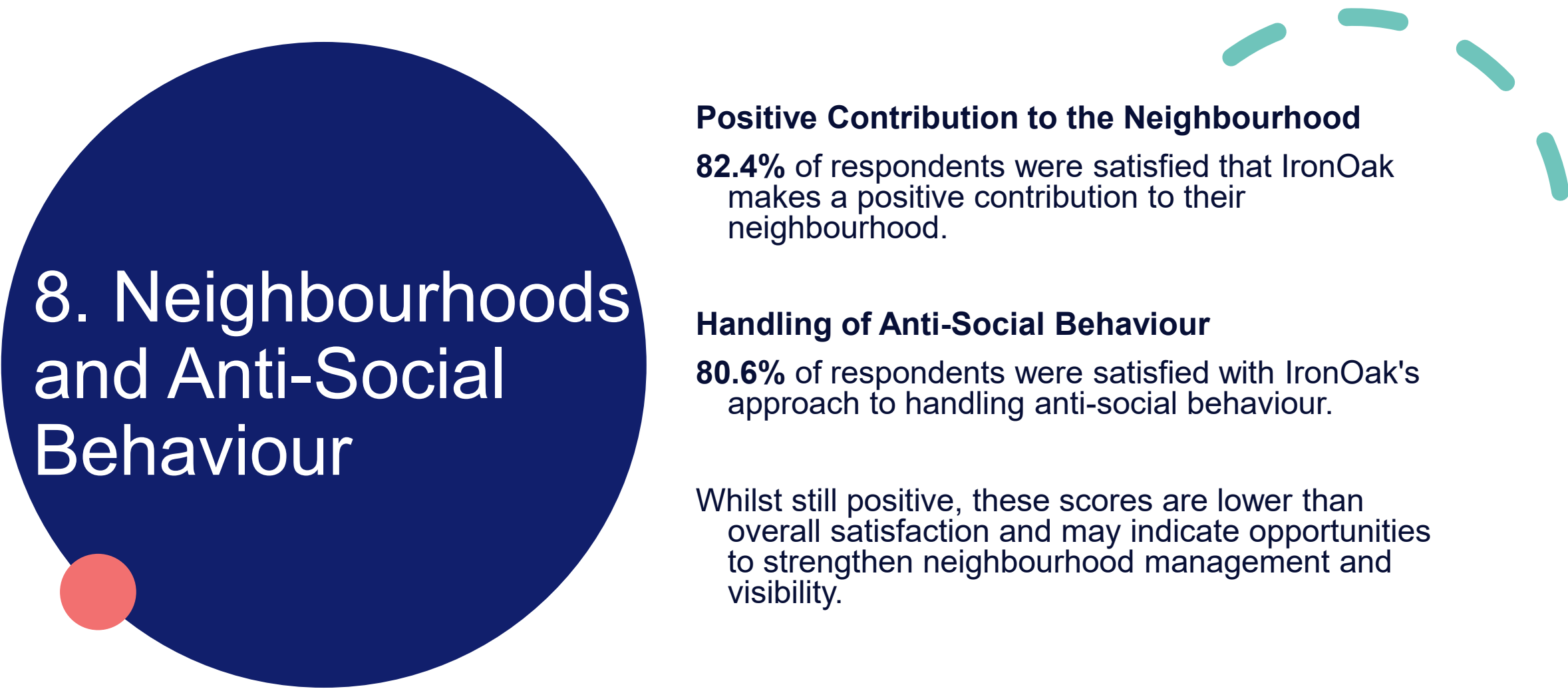
7. Communal Areas

For tenants living in buildings with communal areas, **83.8%** were satisfied with cleanliness and maintenance.

However, feedback identified concerns around:

- Rodent infestations.
- External areas and gardens.
- General environmental upkeep

The issue of rats was mentioned by multiple residents, particularly at one scheme, suggesting a need for focused intervention and communication with residents regarding actions being taken.



8. Neighbourhoods and Anti-Social Behaviour

Positive Contribution to the Neighbourhood

82.4% of respondents were satisfied that IronOak makes a positive contribution to their neighbourhood.

Handling of Anti-Social Behaviour

80.6% of respondents were satisfied with IronOak's approach to handling anti-social behaviour.

Whilst still positive, these scores are lower than overall satisfaction and may indicate opportunities to strengthen neighbourhood management and visibility.



What Residents Value Most

Common themes emerging from tenant comments included:

- Feeling safe and secure.
- Quiet environments.
- Positive relationships with neighbours.
- Support from housing officers and support staff.
- Convenient locations close to amenities.
- A sense of community and belonging.

Many residents specifically named members of staff and praised their helpfulness, professionalism and responsiveness.

Conclusions

The survey demonstrates that IronOak Homes is delivering a service that residents generally value highly. Overall satisfaction levels are strong, residents feel safe, and there is clear evidence of positive tenant-staff relationships

The highest-performing areas are:

- Overall satisfaction (92.1%)
- Listening to residents (91.4%)
- Safety (89.5%)
- Fair treatment and respect (89.5%)

The key priorities for improvement should be:

1. Strengthening complaints handling processes.
2. Addressing pest-control concerns at affected schemes.
3. Improving communication regarding repairs and maintenance.
4. Continuing investment in communal environments and neighbourhood quality

Overall, the results present a positive picture of tenant experience and provide a solid foundation for continuous service improvement across IronOak Homes.

