



Keniston HA

**TSM Report
2025/26**

November 2025

Prepared by: Acuity Research & Practice



89%

Overall Satisfaction

There has been very little change in the levels of satisfaction since the previous survey of 23/24, apart from the handling of complaints, which is up by 20 percentage points (p.p).

Overall satisfaction is now at 89% and the range of satisfaction for KHA is very good, with eight other TSMs exceeding 80% satisfaction, the highest ratings being property-related, with 92% satisfied with the time to complete repairs, 91% with the repairs service in the last 12 months and 90% with the maintenance of the home.

There are 70% of tenants satisfied with the handling of complaints, and just one other below this, the handling of anti-social behaviour at 68%.

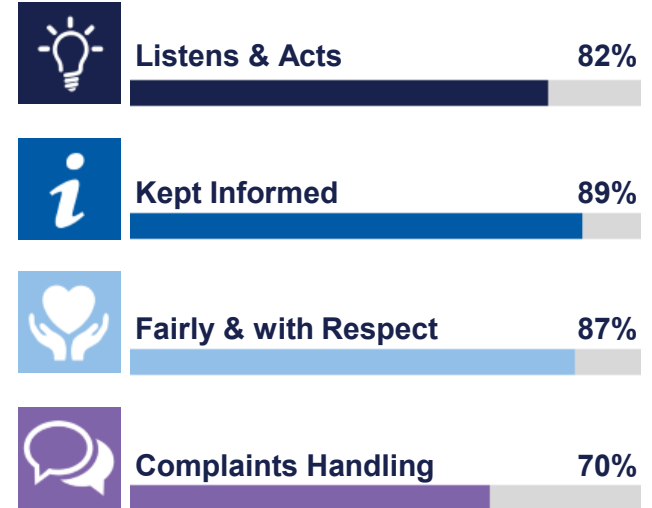
The report focuses on the headline figures, but also shows how satisfaction has changed.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





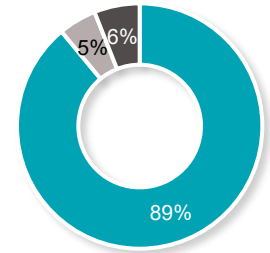
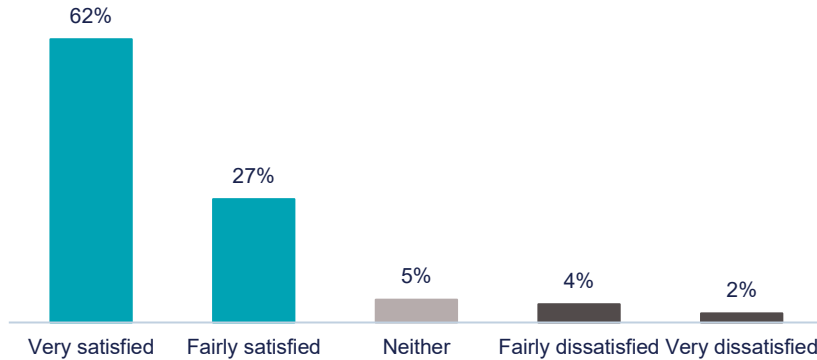
Overall Satisfaction

Overall Satisfaction

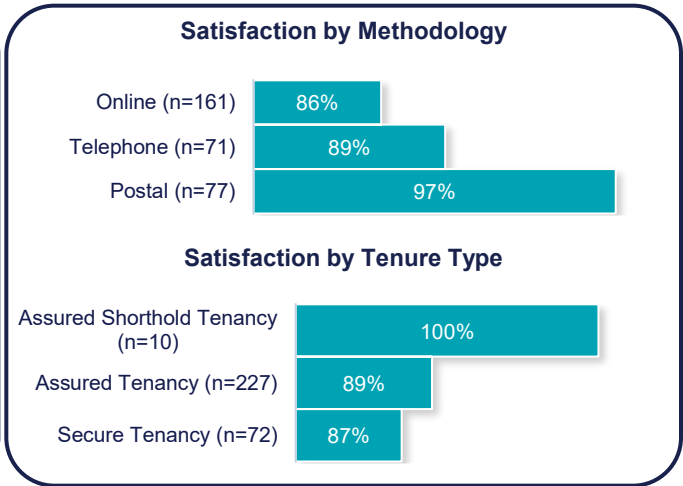
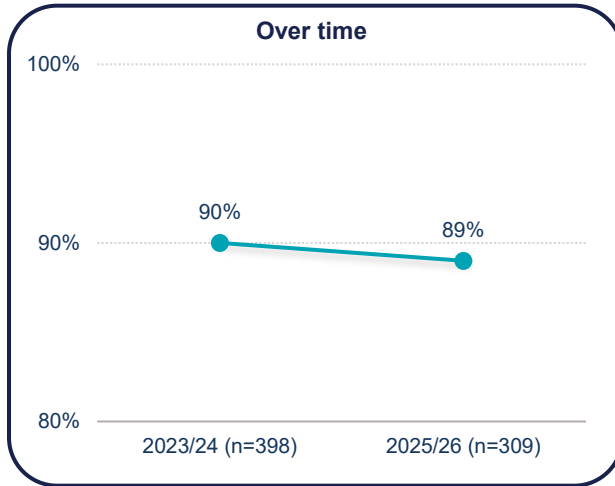
Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Keniston HA?" This is the key metric in any tenant perception survey.

Nine out of ten tenants (89%) are satisfied with the overall service provided by KHA, although this is down by 1p.p since the previous survey. There are far more very satisfied than fairly satisfied, and just 6% are dissatisfied.

Overall Satisfaction



■ Satisfied ■ Neither ■ Dissatisfied





Overall Satisfaction - Example Comments

Positive comments

"They have always looked after their properties, and they are easy to speak to."

"Quite simply, any problems you've got, you just drop them a call, and they are great, really helpful, in my experience, when I called them up, within a few days the fault had been repaired."

"I have always been with Keniston, and they care about us."

"A very nice place to live."

"Keniston's Housing: the staff and services are efficient and reliable."

"I have been a tenant with Keniston since 1997, and their customer service is good."

"They are always friendly and helpful. Particularly in solving my maintenance issues. The estate is kept in pristine condition too."

Good staff

"I have just had a kitchen put in. The workers were brilliant. They exceeded expectations."

"All staff are professional and very nice to talk to."

"I find them to be very supportive. The service team and people who work in the office are all very helpful and supportive."

"Very friendly."

"Staff are always very helpful when contacting them."

"All incredibly friendly, funny when appropriate and keen to help where they can."

"Housing officers are very supportive and experienced when dealing with ASB."

"Professional and helpful support available as and when needed."

Property maintenance

"I have cancer, and my walls have been damp for 2 years, but they talk and do nothing about it. I still have it now."

"I have a job that needs doing, which is taking ages. I have reported it 2 or 3 times and not had a contractor get in touch."

"Very helpful, but poor gardening, parking and road maintenance."

"General cleaning of the estate has declined considerably in the last 6 months. Anti-social behaviour worsened."

"Not being kept clean or grass being cut or trimmed regularly."

"It takes too long to fix simple things like light bulbs, etc."

"Contractors used by Keniston are not very good. Works requested by Keniston are left for a while before action is taken."

Other matters

"They don't do fences between properties, I find that bizarre. There is also ASB issues with a neighbour, which makes me feel unsafe. I have reported it multiple times over 10 years & nothing has been done."

"You always address my matters in a timely fashion; however, some matters are left outstanding for long periods or ignored."

"It seems to have gone a little down hill over the years that I have lived here . I used to be on the tenants group."

"Rude staff members, cleaners leaving chemical products unattended and more."

"We find the warden service unnecessary. In the 2 years we have lived here, the warden has not been on site due to problems with the resident who was evicted and is often either off sick or on annual leave."



Well Maintained, Safety & Communal Areas

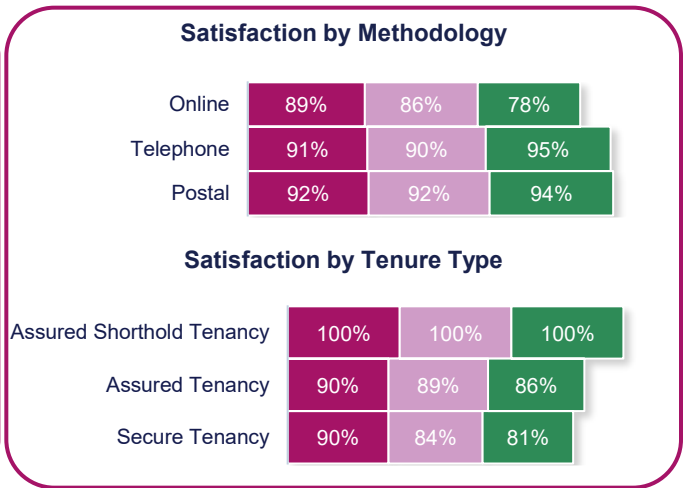
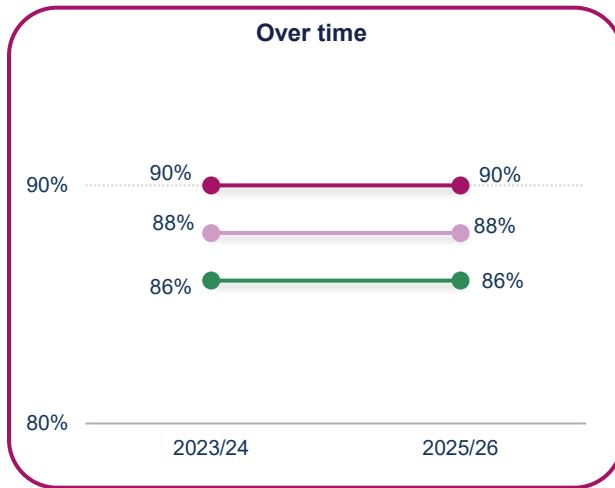
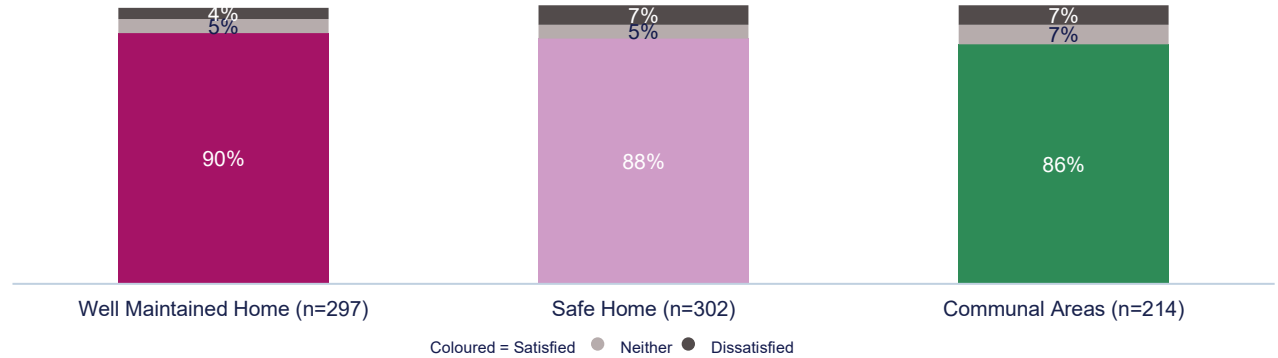
Well Maintained, Safety & Communal Areas



There has been very little change in satisfaction with measures related to the home and communal areas, satisfaction remaining high.

Nine out of ten tenants are satisfied that their home is well-maintained, with slightly fewer who feel it is safe. In terms of the sector score, both of these measures have seen increases in satisfaction this year, up 3p.p to 74% and 80% respectively.

Three-quarters of tenants (75%) say they live in a building with communal areas that KHA is responsible for maintaining, and 86% of these are satisfied that the areas are kept clean, safe and well-maintained. The sector median satisfaction has risen by 4p.p to 71%, which, despite the increase, remains notably lower compared to individual home maintenance and safety metrics.





The Home - Example Comments

Positive comments

"Fairly satisfied with the repairs and very satisfied with the communal area."

"Anything they do is really good & they come straight away for repairs. They are very, very good."

"Maintenance very good, cleanliness very good, maintenance of communal paths very good."

"I have recently had upgrades with a new kitchen and bathroom, and am extremely happy with them. They have transformed my home."

"We are just happy the way it is."

"Cleanliness of communal areas is excellent, the safety and maintenance of my home is very satisfactory as I only need to speak to the scheme manager or Keniston and things are quite rapidly sorted."

"We always see the caretaker cleaning and maintaining the communal areas."

Safety

"The safety is ok, and when I call, they complete repairs."

"The home is maintained and safe."

"Every year we get the electrical engineer to come and assess us, also the gas engineer to assess and the boiler."

"I am very satisfied with the safety and maintenance overall."

"The safety and maintenance of my home is very good thanks to Keniston."

"The safety of my home is good, but I think the communal areas could be cleaner."

"I feel very safe in my home, and the communal areas are kept very clean."

"My home is very safe, and the mould is in the process of being rectified. The stairwells, landings and bins need attention as not clean."

Communal maintenance

"The gardeners always clean up after themselves. The cleaner does a good job of clearing the rubbish, especially after the foxes get to the trash."

"I feel the gardens complement the lovely area we live in. They look lovely and well looked after!"

"The Gardener is very good, he works very hard. Keeps it tidy, clean & well maintained. The cleaning is done regularly."

"Perhaps window cleaning and clearing leaves."

"Communal areas are a let-down. Someone simply picking up paper isn't enough. Weeds and moss on paths."

"Gardens are in an awful state, lacking cleaning due to staff cuts."

"Standard of work in communal areas has dropped slightly since the recent staff changes."

Other matters

"All reasonable. Used to be for over 50s, but let drug users into the estate."

"Exterior stair bannister can be very slippery when wet."

"Very clean, a pity that there are not enough bins."

"I think there should be mor regular maintenance of certain areas, ie monthly quarterly, yearly checks. Cleaning could be of a higher quality too."

"The windows could do with inspection. They are showing signs of wear and tear."

"We have annual checks on boiler and electrics. Normally, the estate is kept really well, but lately it has been left because of staffing problems. We now have contractors keeping the hedges tidy. When the gardeners are cutting the grass in the communal area out the back the do not cut right up to the back gates; consequently we have trouble opening the gates."



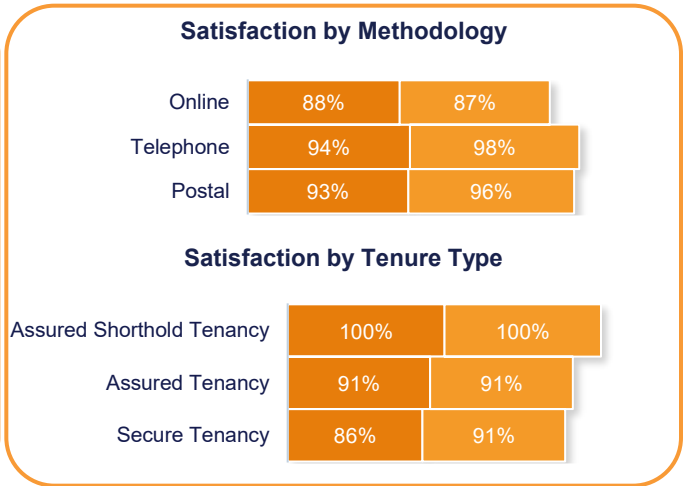
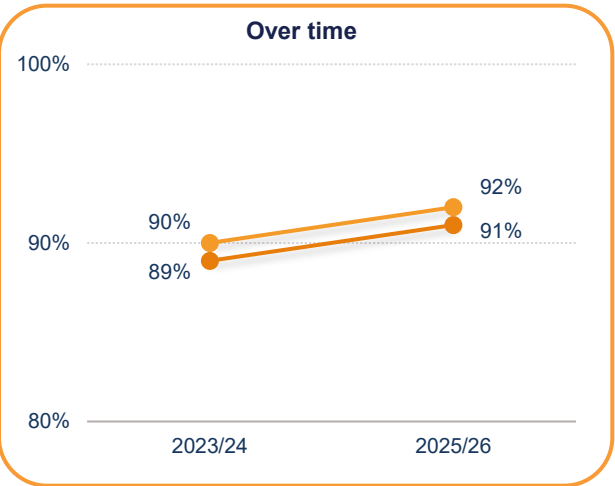
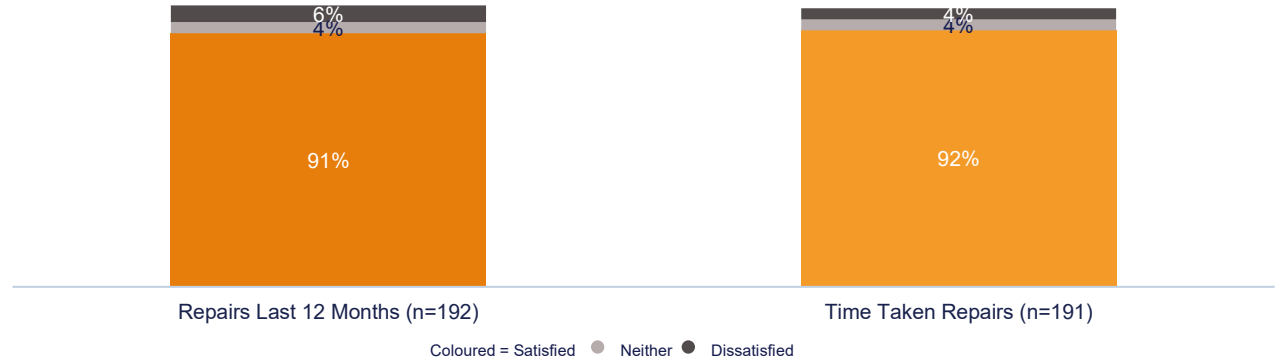
Keeping Properties in Good Repair



Keeping Properties in Good Repair

Two-thirds of tenants stated that they had a repair carried out to their home in the last 12 months (65%). Of these tenants, 91% are satisfied with the repairs service during this period, with marginally more satisfied with the time taken to complete their last repair (92%).

Satisfaction has increased for the repairs service in the last 12 months (up 2p.p) and the time taken (also up 2p.p).





Repairs & Maintenance - Example Comments

Positive comments

"From what I have seen, Keniston is very quick at responding to repairs. I think it is brilliant."

"Always gets resolved. Communication is great with this department."

"Very good and prompt."

"They are efficient and reliable."

"Everything went well with their repairs service."

"Repairs are always done on time."

"Normally, once repairs are reported, the relevant company contacts us, and an appointment is made."

"Been amazing from start to finish."

"Repairs are always carried out very rapidly when reporting what needs to be repaired. The workmen are always very polite and respectful."

Good service

"I had a leak on the central heating system, and also a dripping tap and toilet cistern. I was contacted swiftly by contractors for both jobs, and faults were rectified quickly and efficiently."

"I have had 2 repairs in the last year. The receptionist was friendly & the repairs were done to a good standard."

"It was fine, the engineer was polite, it was done fast, it was done well."

"Very good, pleasant tradesman."

"I reported it, then an appointment was set, and it was done on the day of the appointment."

"They're very polite and attentive. They care about you as the client, and they are very professional."

"The work is amazing, what they have done, and they are always on time."

"Good service, no complaint."

Delays

"We had to keep reporting the leak; it took 8 months for them to check this."

"I have chased my repair as I reported it 1 month ago and heard nothing."

"Tried to get a fan fitted for about 8 weeks now, never got a call back, called 4 times for an appointment."

"I have had two requests. One was dealt with brilliantly (a major leak), and it was fixed. However, I'm still waiting for a redecoration request logged some months ago on the second repair."

"Repairs are ok, but sometimes it's quite a wait to get someone out."

"Last 2 repairs not happy it took long enough for contractors to come and both contractors still can not find the parts to fix the window and the flap on my post box."

Other matters

"The fencing is the only issue I had that they had to come and fix, but they just patched it up; they do tend to come quickly."

"My experience with the repairs service has been mixed. Contractors have failed to keep scheduled appointments or complete the work within the time frame provided, such as the two weeks usually given for repairs. I often have to contact and remind the housing office repairs team to follow up on outstanding repairs, which causes unnecessary delays and inconvenience."

"Have had a continual leak for years my daughter's bedroom is really damp and mouldy. Due to incompetent workmen who knocked a leg off the bath causing tiles to drop and leak. Had this issue for over 3 years."

"Kitchen refit. A number of rather simple/minor issues that collectively was both frustrating and totally unnecessary. This goes back to miscommunication."



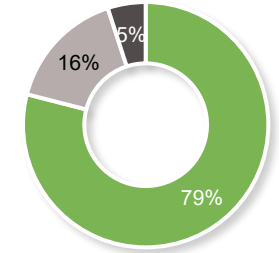
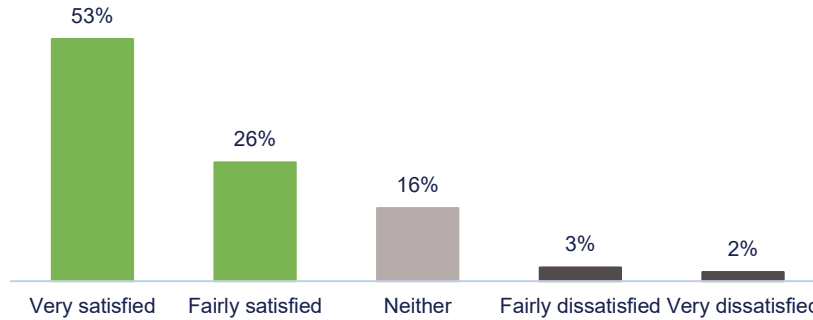
Contribution to the Neighbourhood



Contribution to the Neighbourhood

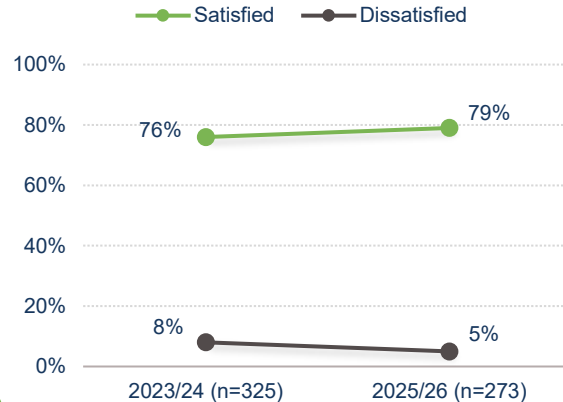
In 25/26, there are 3p.p more tenants satisfied with the positive contribution made by KHA to their neighbourhood than in 23/24; up to 79%.

There are twice as many tenants very satisfied with the contribution made than fairly satisfied, and just 5% are dissatisfied, down by a corresponding 3p.p.

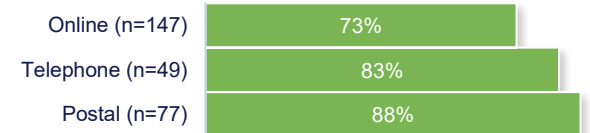


■ Satisfied ■ Neither ■ Dissatisfied

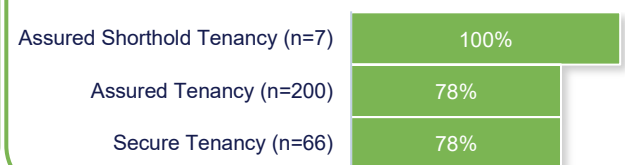
Over time



Satisfaction by Methodology



Satisfaction by Tenure Type





Approach to ASB

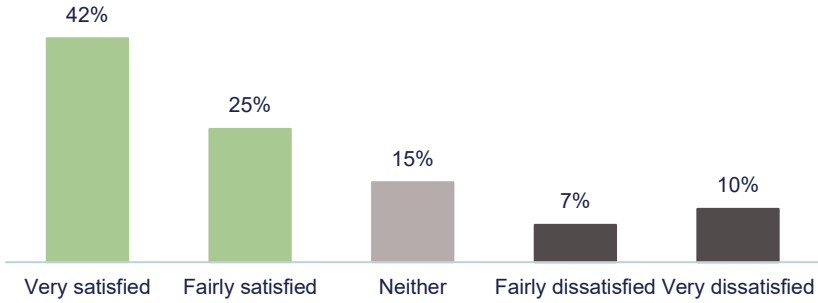


Approach to ASB

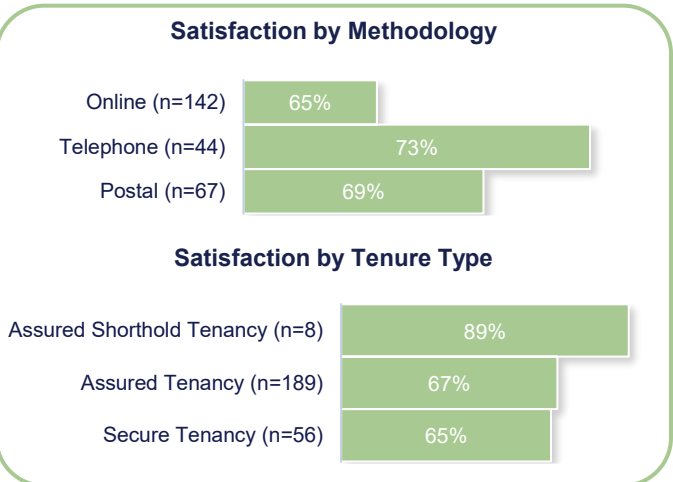
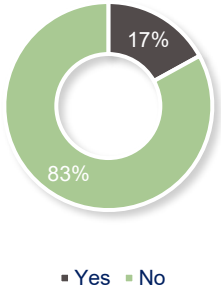
Satisfaction with the handling of anti-social behaviour is the lowest-rated measure in this year's survey, although it has increased by 3p.p to 68%.

There are 17% of tenants dissatisfied with the approach taken.

Note: all tenants were asked about their perception of how KHA handles cases of ASB, not just those who have reported a case within the previous twelve months.



Contact regarding ASB





ASB - Example Comments

Positive comments

"Only had one case here handled perfectly."

"I find the staff very approachable, helpful and always willing to listen."

"Keniston has responded well when I have shared my concerns about anti-social behaviour within the block, as well as in the community."

"If there's any issue at all, they constantly send you text messages to say what's going on, how they are dealing with it and telling everyone what's going on, so I'm extremely satisfied with it."

"Dealt with respect and precisely."

"Very good with anti-social behaviour and always gets sorted."

"Keniston's approach to anti-social behaviour gives me a safe and secure environment with peace of mind."

Slow response

"The neighbours have been evicted now, but it took a few years for this to happen. There was drug use and violence, but not much was done. We reported this multiple times."

"The office's approach to handling anti-social behaviour has been ineffective. My neighbours continue to cause unpredictable noise disturbances at night, affecting both my sleep and that of my immediate neighbours. Despite raising this issue repeatedly, the matter has remained unresolved for over five years."

"We were raising concerns for ages. Sending photos, but nothing was seemingly being done."

"Our particular issue around our neighbourhood shouldn't have been dragging on too long and letting certain individuals have the upper hand."

ASB

"Someone was smoking Cannabis, it was reported & they sent a letter to everyone to address it."

"They are not in this area, so they don't see the ASB. They say they are liaising with the local police, but nothing has been done. I have sent videos. Voice recordings, my car has been damaged, but nothing has been done. One Housing officer said they were trying to get possession of the property, but the HO left at the beginning of this year. Now, there is a new HO & I have had to start logging everything all over again & start the whole process again. It is tiring."

"Witnessed a fair bit of ASB over the last 5 years on our estate. Mainly connected to one family."

"Having trouble with the neighbour. It's never going to be resolved."

Other matters

"It happens when the office is closed. The dog mess is disgraceful. The dumping of rubbish is not acceptable."

"No estate is ever going to be peaceful and quiet 100% of the time. The problems here are mostly caused by older children/teenagers roaming the streets and around the flats shouting and swearing, gathering in groups around the flats to smoke marijuana where they can't be seen from the street."

"We need more CCTV."

"Not sure it's anti-social, but you will be aware I had an issue for over 1 year as I can't get my windows cleaned due to access to the property below, not really Keniston's fault, but something should be done."

"Looks like everything is under control. Anti-social behaviour Not experienced."



Respectful & Helpful Engagement

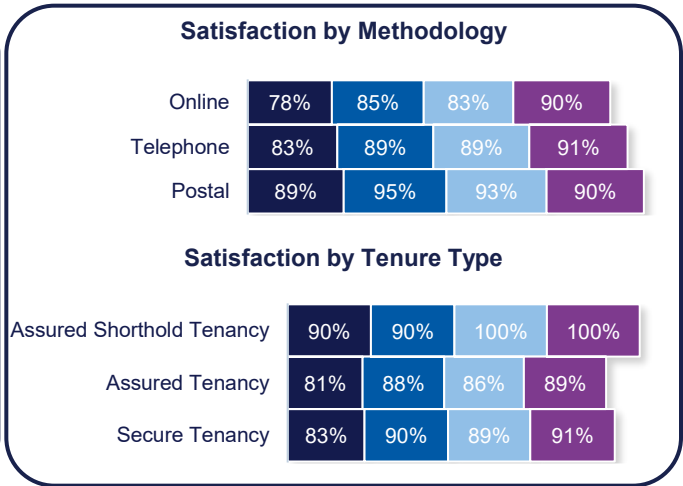
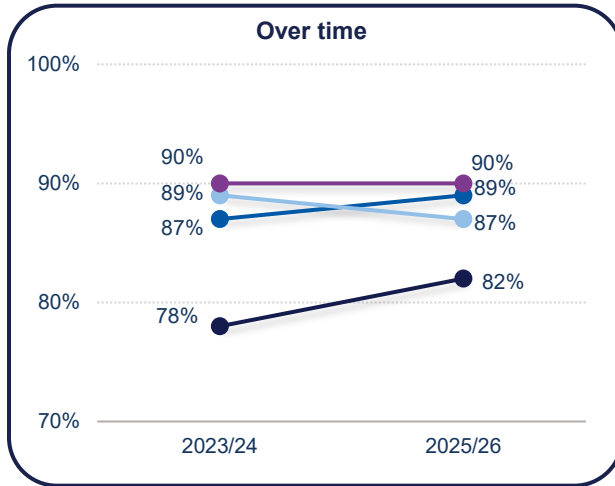
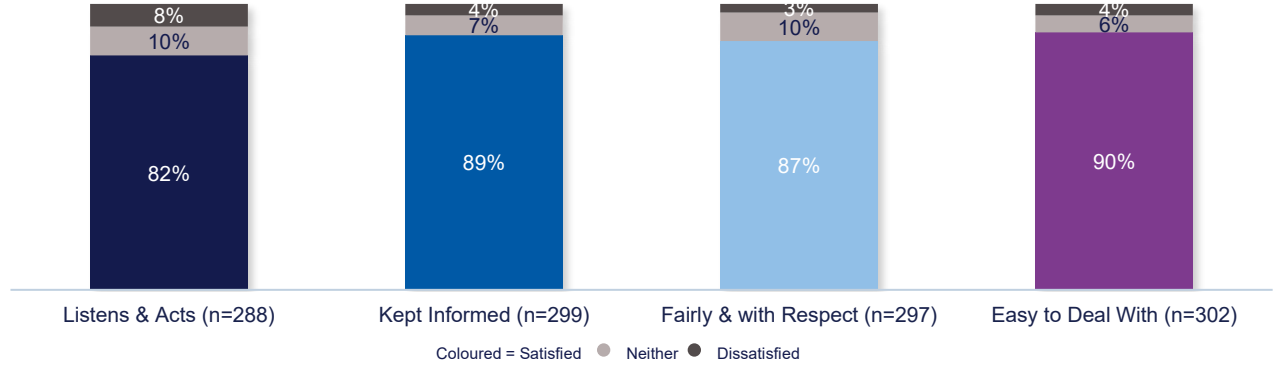


Nine out of ten tenants find KHA easy to deal with (90%), the same as in the previous survey, while 89% are satisfied with how they are kept informed about things that matter to them. However, fewer tenants are satisfied that KHA listens to their views and acts upon them (82%).

Satisfaction with being kept informed has gone up by 2p.p, while 4p.p more tenants are satisfied that their views are listened to.

A large proportion of tenants agree that they are treated fairly and with respect by KHA (87%); however, this is down 2p.p compared with 23/24.

Respectful & Helpful Engagement





Customer Service - Example Comments

Positive comments

"If I am worried about anything, I ring the office. I rarely need to ring, but if I do, the staff help me out straight away or ring me back. Fantastic."

"Absolutely brilliant."

"They are amazing, they're a very good housing association."

"The customer service is very good, they are quick to get in touch with, and any problems are usually sorted."

"The customer service is very good, it is easy to get in touch with whoever I need to, if I can't, then they will always call back, which is great compared to friends who are with other councils. Keniston gives a personal approach to their communications with residents."

"Always willing to help, considering my mental health issues. Keniston should be very proud of all the staff, including the grounds keepers."

Staff - good

"They are polite, and they do care."

"They are brilliant, they'll put me through to the correct department, and they are very helpful."

"Very good, friendly and approachable."

"It's very good, very helpful, very supportive. Everyone I've spoken to when I ring up is very helpful; they answer questions that need to be answered, they give advice."

"Whenever I call the office, the answer is always prompt and polite."

"They are courteous and understanding."

"Calls are always answered in a timely manner. Friendly and professional service."

"100 ~~100~~ amazing customer service."

"Customer service is always polite, helpful, and takes action on request."

Customer service

"It is poor; half of the things we report do not get put into the system."

"Sometimes we have to wait a number of days without things being seen until the next day."

"On occasions a little brusque."

"When reporting repairs or anti-social Behaviour, quite often get lost in the system and never get dealt with and quite often have to be reported more than once."

"They don't listen to me, don't know about anyone else. My problems just get shrugged off."

"Very good, although sometimes you feel that you go round in circles to get anything sorted, I understand there are legal issues etc. I work for Bromley Council, so I understand, but sometimes it takes forever for Keniston to finally say ok enough something needs to be done."

Other matters

"You can't do anything face to face is all over the phone, nice service very pleasant and helpful as much as they can."

"When the office is closed, there is an out-of-hours number. Very satisfied with the way they handled everything."

"Perhaps needs more deaf awareness as sign language."

"The best thing is we can phone Keniston and actually speak to a person and not a computer."

"Easy website to navigate with many options to contact them. 5 stars customer service."

"Reception desk has the best customer service. The repairs team need to go back to training, technical officers should be more involved with repairs as they understand more about the block than the repairs team telephone advisors, but they rarely speak to tenants."



Effective Handling of Complaints

Overall Satisfaction

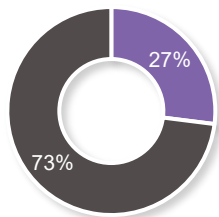
Just over a quarter of tenants (27%) say they had made a complaint to KHA in the last 12 months, although it is not clear how many of these are genuine complaints, or service requests, yet to be fully actioned; a problem faced by most social landlords.

However, of these 70% are satisfied with the handling of the complaint, up by 20p.p since the previous survey. Dissatisfaction is down by 6p.p to 20%.

Effective Handling of Complaints

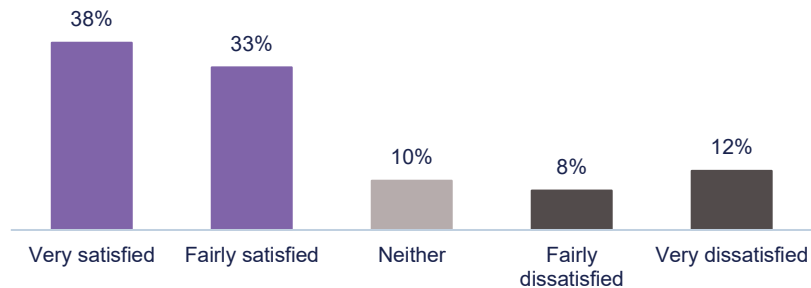


Complaint in last 12 months

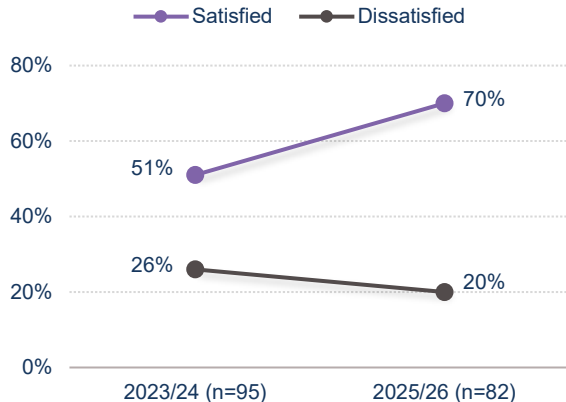


■ Yes ■ No

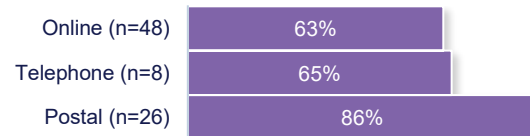
Satisfaction with Complaints Handling



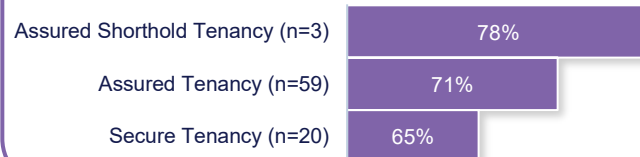
Over time



Satisfaction by Methodology



Satisfaction by Tenure Type





Wellbeing

Wellbeing



KHA also took the opportunity to ask tenants some questions about their wellbeing, including whether they are facing any financial struggles and their preferred method of survey response.

Just 10% of tenants stated they are currently struggling to pay their bills, which might include the rent, utility or household expenses.

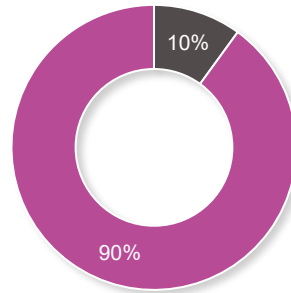
In terms of the preferred method of response, these tend to match the method chosen for this survey, with most liking a message with a link to an online survey, a fifth preferring a postal questionnaire and 17% a telephone call.

There are just under a quarter of tenants who are interested in working with KHA to help improve services. T

Future Survey Preference

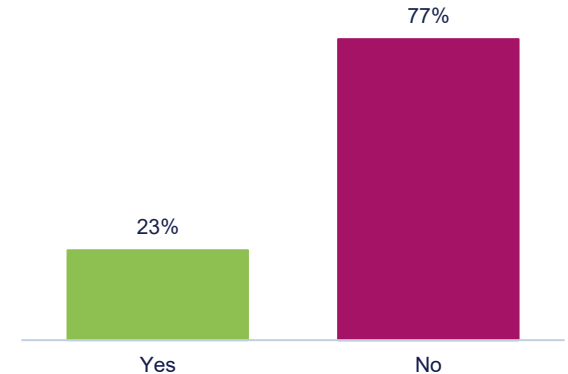


Struggling Bills



■ Yes ■ No

Working With Keniston



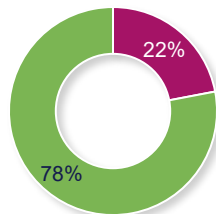


Damp and Mould

Just over a fifth of tenants say they are currently suffering with damp and mould in their homes, although this is down a little (down 6p.p) from the previous survey.

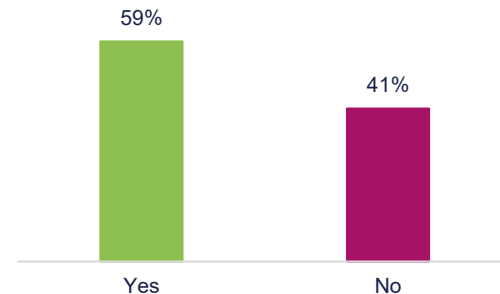
Of these, 59% have reported the problem, but 41% haven't.

Currently Suffer from Damp & Mould

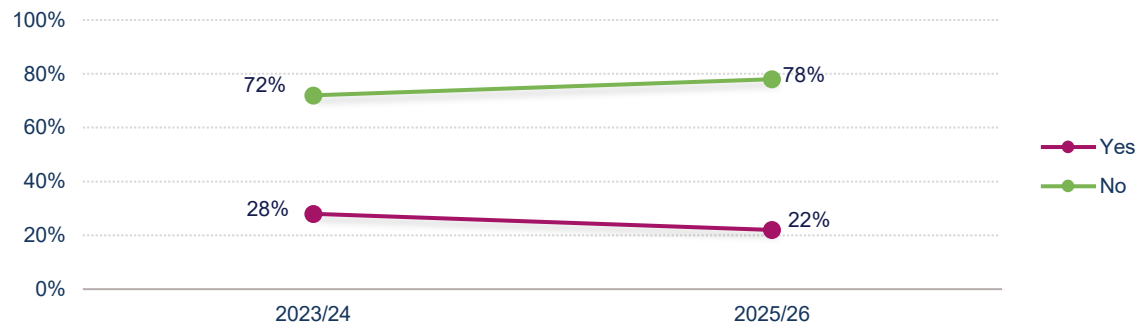


■ Yes ■ No

Reported Damp & Mould



Suffering from Damp & Mould over time





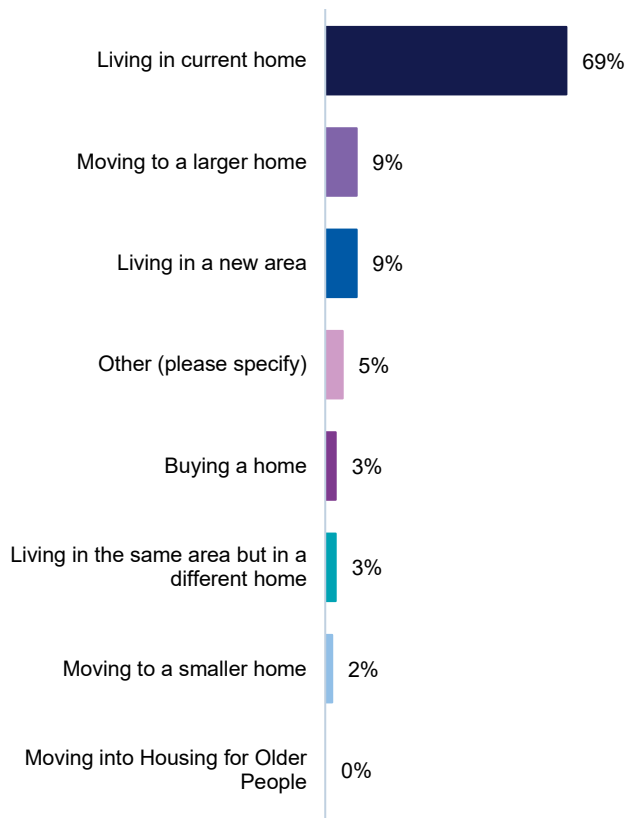
Future

The tenants were asked where they thought they would be in five years, and the majority (69%) said they thought they would be in their current home. Just 9% said they would like to move to a larger home and a further 9% say they would be living in a new area.

Only 3% of tenants said they would buy a home.

When asked to add a comment, 200 tenants left comments, and a selection of these is shown here.

Future 5 Years



Future 5 Years Comments

I've lived here all my life

N/A

Local school services . Good trips for all to the coast local shops Good bus network

It provides good service and the staff friendly

I believe Keniston are doing well.

I would like to in touch with Keniston

I have had another child which is a different gender to my first child and my eldest child has additional needs so more space is needed

I have been involved in the past but am so busy now and much slower that I don't feel I could get involved in major issues if required. Although I can help with tasks from home.

Speaks for itself

Have happily lived here for 44 years, and hope to have many more years to come!

Had enough of this place since new neighbours moved in, time to move on and let a family use this property

FAR TO OLD.

Cleaning services not as good as they used to be. Two rubbish items sitting on bushes outside for 3 days so I removed them myself in the end.

Because it is nice living here

Unfortunately my work hrs means I'm sleeping during the day. And is shift work so I couldn't commit to any meetings ect.

I'm too old and dont think my options would make a difference

I hope to still be living here as I have done quite a lot of decorating to make it look nice, but as I am getting older it might not be easy for me to keep it up, but I do not like the flat's for the elderly as my parents lived in them and they are not very nice.

It's sheltered so I can't see me moving

My son is very unwell at moment so right now I would not have the time

Because 264 is not just a house it is a home ,52 years good neighbours and good housing

No

I have found Kenniston approachable regarding repairs etc! Always there at the end of the phone or email!!!



Improvements

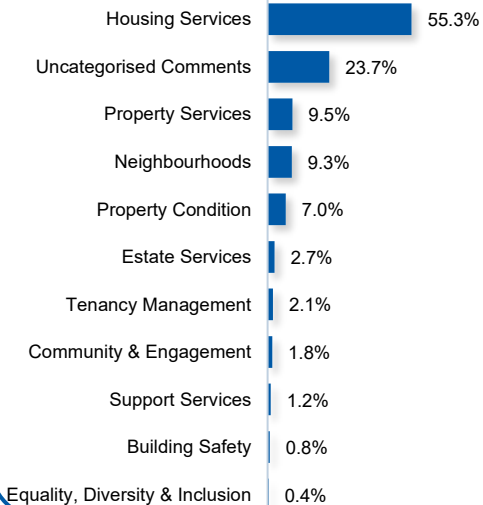
One Thing Improve

What one thing could Keniston HA improve?

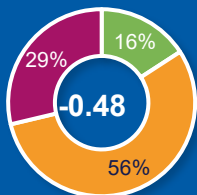
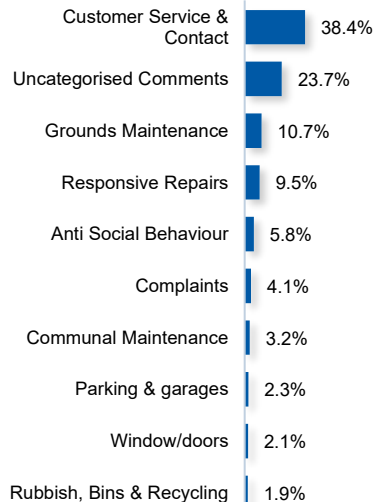
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Categories



Top 10 Subcategories



■ Positive ■ Neutral ■ Negative

The survey responses reveal a diverse range of sentiments regarding improvements needed within the housing community. Some respondents express concerns about anti-social behaviour (ASB), highlighting the need for more decisive action and better communication regarding complaints. A few tenants note issues with cleanliness, including fly-tipping, rubbish accumulation, and the upkeep of communal areas, suggesting a desire for more proactive maintenance.

Some comments focus on the need for enhanced security measures, such as CCTV and better access control, alongside requests for improved facilities for children and families. There are also calls for better responsiveness to repair requests and a more empathetic approach from staff when handling tenant concerns.

While most tenants feel satisfied with the current services, others point out specific areas for improvement, including the need for better communication about ongoing issues and the management of new tenants. Overall, the feedback indicates a desire for a more engaged and responsive housing management approach to foster a safer and more pleasant living environment.



Improvements - Example Comments

Positive comments

"I don't feel anything needs to be improved."

"I think they're doing everything they can do; they're improving the properties as and when they can, money is obviously an issue for everyone, they've got a budget to work to."

"Nothing for me, I am happy with the service."

"We don't think there is anything you could improve on; everything is fine."

"From my experience, I cannot think of anything at the moment."

"I don't know really, because everything seems alright, I can't think of anything that they can do better."

"Carry on helping people with disabilities."

"No improvements needed."

Maintenance

"Maintaining the outside of the building."

"Take quicker action with repairs."

"A bit more prompt with dealing with complaints regarding repairs."

"Maybe the estate, how tidy it is, I know they've had issues with the garden and stuff, but the fly tipping is an issue."

"Clearing more rubbish on the estate that the bin men won't take."

"The heating in the property."

"Upgrade windows and sort out community lighting."

"Changing the windows so we can have a warm flat in wintertime."

"Try to stop the fly tipping and unauthorised cars on the estate."

Contact & communication

"Listen to tenants' complaints and look into them instead of doing nothing."

"The office performs well in maintaining and looking after the property. However, their handling of complaints requires urgent improvement. Responses are often slow, and issues are not always fully investigated or resolved, causing prolonged distress and a loss of trust for residents."

"Keeping us better informed of the changes to the proposed build."

"Communication! I think everyone needs to do that more!"

"More social events, there are only two a year."

"Listening to their residents, making a change the residents want and don't just dismiss them or pretend to care."

"Get tenants together, as a community."

Other matters

"Making people keep the outside of their homes clean and tidy, no rubbish i.e. beds/ furniture/appliances."

"Speed and positive action when noisy neighbours (Southwell) carry on year after year and ignore all complaints."

"Try and stop the fly tipping and unauthorised cars on the estate."

"Maybe the intercoms for entry, if they had a video intercom instead."

"More security in the main block, there are doors that anyone can walk through, so maybe a fob should be installed on the block downstairs."

"Parking issues could be improved; more larger vans are taking up space on the property."

"Loyalty to long-standing tenants/keep rents low."

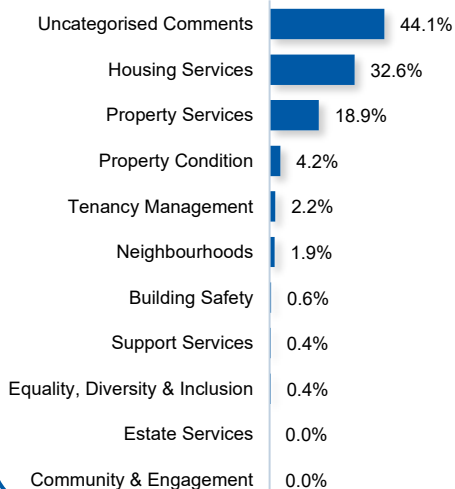
One Thing Does Well

What one thing does Keniston HA do well?

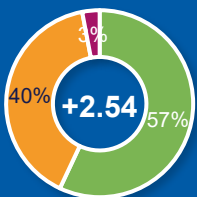
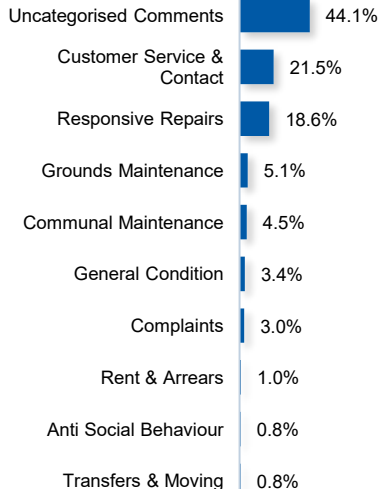
Base Size: 229



Categories



Top 10 Subcategories



Tenants were asked, “*What one thing does Keniston HA do well?*” 229 tenants made comments highlighting several strengths of Keniston Housing Association, particularly in communication, maintenance, and tenant support. Many respondents praise the organisation for its effective communication, noting that they keep tenants informed about repairs, estate matters, and general updates. The promptness in addressing repair requests and maintaining properties, including communal areas and gardens, is frequently mentioned as a positive aspect. Tenants express appreciation for the friendly and approachable staff, who are perceived as caring and attentive to their needs.

However, some critiques emerge, particularly regarding the need for improved external maintenance and the management of communal spaces. A few respondents suggest that while communication starts strong, it could be enhanced throughout the entire process.



Does well - Example Comments

Maintenance & repairs

"They do try to come out quickly for repairs."

"The area is very clean, I am impressed, and we are not restricted to parking."

"Maintain their properties very well."

"I'd have to say the repairs, because I've never known any housing place to do them as well as they do."

"Updating property, i.e. new kitchen, new street door."

"Gas/electric safety checks are regularly done, which makes me feel very safe knowing things are all ok."

"Attend to repair issues quickly. They are kind and listen."

"Update and service the property well."

"Maintenance of properties and repairs in a timely manner."

Communal areas

"Maintenance of communal areas. I think they do well in a lot of areas & they care for their tenants & interact well with them."

"Upkeep the communal areas, the garden."

"Making sure the lift is always working. The areas are always clean as well."

"Keeps flats and grounds as good places to live."

"Looks after the estate."

"Cleaning, gardening."

"Look after the communal garden."

"They clean the communal areas well."

"Maintain the cleaning inside and out and do the best they can."

"Makes sure all residents are safe and have a clean space around them."

Contact & communication

"Communication. They are good at letting residents know what is going on."

"They are always very polite when talking to tenants."

"Very well-rounded and does many things and has people willing to talk and listen."

"They are in constant contact with you; you're not just a number in a book with Keniston."

"Communication and easy to contact."

"They are great with customer service and communication."

"If I do call the office to speak to someone, my call is always answered promptly... and my query is solved..."

"They keep us informed of regular improvements, dates on meetings with a very pleasant and friendly manner."

Other matters

"They look out for us. A small group and we have a scheme manager, and she asks if everyone is alright, so we get looked after."

"I think we are very lucky to be living in Keniston housing."

"Help with rent & getting any benefits I am entitled to."

"Starts the communication but less good at the full cycle. The website in places is several years out of date. Impossible to find uploaded documents via links on pages."

"Cares for their tenants and maintains safe accommodation and are willing to listen to ideas and act on any queries or questions."

"They do what they say they are going to do, and when we call, they say when they are coming and come when they say they will. They are good at doing what they say they will do."



Summary



Summary

Overall Satisfaction

Tenants indicate overall satisfaction with Keniston's housing services, highlighting prompt repairs, friendly staff, and effective communication. However, some concerns about inconsistent service quality, unresolved issues, and maintenance of communal areas are noted, alongside some negative experiences with staff and contractors.

The Home

There is general satisfaction with home safety and maintenance, highlighting effective cleaning and gardening services. However, a few concerns persist regarding communal area cleanliness, security issues, and inconsistent maintenance, particularly related to rubbish disposal and safety measures.

Repairs

Tenants' experience of the repairs service is mostly positive. Tenants highlight the promptness, professionalism, and effective communication. However, some customers report delays, unresolved issues, and dissatisfaction with specific repairs, suggesting some room for improvement in consistency and follow-up.

ASB

Those experiencing anti-social behaviour share mixed experiences of its management. While some tenants appreciate prompt actions and communication, others express frustration over slow responses and unresolved issues. Concerns about drug use, noise disturbances, and ineffective handling of complaints are prevalent.

Customer Service & Communication

High satisfaction exists with the customer service, with tenants highlighting effective communication, prompt responses, and helpful staff. However, a few concerns are raised about unresolved issues, particularly regarding repairs and neighbour disputes, suggesting some areas for improvement in service delivery and follow-up.

Complaints

The responses indicate mixed experiences with complaint handling. While some praise prompt actions and effective communication, others express frustration over unresolved issues, perceived inaction, and poor customer service. Concerns about anti-social behaviour and maintenance delays are frequently mentioned.

One Thing Improve

Survey responses highlight concerns about anti-social behaviour, property maintenance, and communication. Many tenants express satisfaction but suggest improvements in cleanliness, repairs, and community engagement. Issues like fly-tipping, parking, and inadequate facilities for children are also mentioned.

One Thing Does Well

The comments highlight strong communication, prompt repairs, and attentive customer service as key strengths of the housing association. Tenants appreciate the maintenance of properties and communal areas, with many expressing satisfaction with the overall care and support provided.



Satisfaction with Measures



Summary



Keniston Housing Association (KHA) commissioned Acuity to complete an independent satisfaction survey of its tenants, using the Tenant Satisfaction Measures from the Regulator of Social Housing. The survey used a mixed mode approach, and at the close of the survey, 312 responses had been received, 162 online, 79 by post and 71 by telephone interview

Satisfaction is high with most measures exceeding 80% and four at 90% or above, these being the ease of dealing with KHA, the home being well-maintained, the repairs service in the last 12 months and the time to complete repairs. Just three measures fall below this, with 79% satisfied with the positive contribution made by KHA to the neighbourhood, 70% with the handling of complaints and 68% with how ASB is dealt with, the lowest rating in this year's survey. In addition, 67% of tenants would recommend KHA to other people with a Net Promoter Score of +52, which is excellent and compares well with other landlords.

Satisfaction has generally increased since the previous survey, which was completed in 2023/24, although most changes are small. The exception is for the handling of complaints, which is up by 20 percentage points (p.p), all other changes being only up to 4p.p. Three measures have stayed at the same level, but despite this positive change, the overall satisfaction is down 1p.p, albeit from a high starting point. Also, 2p.p fewer agree that they are treated fairly and with respect.

When compared with other landlords of a similar size, less than 1,000 properties, KHA does very well with all above the group medians and nine of the 12 measures in the top quartile, including the overall service. There are also some tenants struggling with their household bills, while others have issues with damp and mould in their homes, which need to be dealt with. However, around a third of tenants are interested in working with KHA to help improve services, something to follow up on.



Recommendations

Keniston is a smaller Housing Association providing affordable homes in London & the South-East. Its values are respect, openness, inclusivity, integrity and excellence. It is smaller, caring and big enough to make a difference.

A survey of this type can not address or provide evidence of all an association's aims, but the level of satisfaction does suggest KHA is performing well.

However, there are always areas that can be improved, and the recommendations opposite give some suggestions that KHA may wish to follow up on.

High satisfaction

The overwhelming feeling when viewing the results and tenants' comments is one of high satisfaction. Tenants really appreciate their homes, and the staff come in for high praise also. This is also evidenced by the comparison with other smaller landlords, which shows that many measures are in the top quartile of this group. Satisfaction has generally increased since the last survey, albeit by relatively small amounts, but in difficult times, tenants show their appreciation of the services KHA provides to them. However, maintaining this level of satisfaction can be difficult, it is easy to let standards slip, particularly under financial pressure, but KHA needs to remain focused to maintain the high satisfaction received.

Handling of anti-social behaviour

The handling of anti-social behaviour is the lowest-rated service in this year's survey, with 68% satisfied and 17% dissatisfied. Whilst this does compare well with other landlords, and many tenants appreciate the efforts made to deal with such instances, some do highlight issues which KHA should look into. For example, some say the response can be ineffective and slow, and some say their concerns are ignored or inadequately addressed, leading to frustration, particularly for long-standing drug and noise-related issues. There are some calls for KHA to enhance its strategy to manage ASB and improve community safety. Things like CCTV and improved local presence may help.

Inconsistency of service

Satisfaction is high with nearly all the services provided by KHA, so it could lead to some complacency moving forward. However, when reading the comments, whilst most confirm the high standards delivered, there are some instances where this standard is not reached. This may include some delays in completing repairs, or where the quality dips a little, the responses to ASB incidents and how some complaints are handled. KHA needs to continue to deliver the high standard of service but also look at those limited instances where standards fall. In this way, the service could become even more consistent and satisfaction even higher.



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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