



Resident newsletter

Your voice, your home

What you told us in the 2025 survey

We asked, you answered — and now we're acting. The 2025 Tenant Satisfaction Survey gave us a real insight into how you feel about your homes, the support you get, and what could be better. Here's a quick look at what you said, what we learned, and what we are doing.

Who took part?



Responses came from all over:
Brighton & Hove, East Sussex,
Guildford, and West & Mid Sussex.

The Survey is part of
the Regulator of Social
Housing's Consumer
Standards. It helps us
understand how well we are
doing and what we need to
improve in our services.

93

residents responded - up from 7%
in 2024!



You shared your thoughts anonymously,
and some of you entered our prize draw
too - 2 residents won and received their
vouchers in our prize draw!



What you told us

84% of you feel treated fairly and with respect

81% of you are satisfied with the overall service we provide (up from 73% last year)

85% of you feel emotionally and physically safe in your home — a big jump from 71% last year



♥ What we're doing well

- Friendly, caring staff who listen and support you
- Feeling respected and treated like individuals
- Weekly check-ins and help with life skills
- Feeling safe and part of a community

My support worker treats me like a human being, not just a number.

Staff are always there — even just asking how your day was.

Room for improvement

Complaints handling was the lowest scoring area — 50% of those who made a complaint weren't happy with how it was dealt with.

We've been working on making it easier to make a complaint, and supporting our staff in how they handle complaints, with complaints clinics which started in 2025.

If you need to make a complaint you can do that by clicking [HERE](#)

You can share how satisfied you are with our maintenance service by clicking [HERE](#)

Repairs are getting better, but still need work — only 63% were satisfied with how quickly repairs were completed.



What needs work you asked for:

- Faster repairs and better maintenance
- Cleaner communal areas
- Clearer communication and fairer complaint handling
- More support when moving in (like how to use appliances)
- Better out-of-hours contact options
- Action on noise complaints and anti-social behaviour

My heater was broken for a long time before it was fixed.

We need more info when we move in — like what stuff we need to buy.

What happens next?

COMING
SOON!

Immediate actions

Practical improvements to complaints process and repairs

Sharing results with staff across services to make real changes

Involving residents in improvement work — your voice matters!

Better communication

- Launching a Residents Newsletter in 2026 to show what's changed and how we're performing
- Making sure the right information is in the right place, looking at what's on our website and improving it

Planning ahead

Making the next survey easier to understand and more accessible

Including it in our Passport to Independence support package

Exploring ways to collect feedback in different formats and languages

Your voice = Real change

**This survey is just one way we're listening.
We're also working on:**

**Better training
for staff on
youth voice**

**Residents meetings and
participation groups**

**More ways for you to shape
your services, like getting
your input on key policies**

**Do you have more
feedback and
suggestions?
Please share these
by clicking [HERE](#)**

**Thank you for
speaking up.
We're here,
we're listening,
and we're acting.**

Final thought...



**Your feedback helps us
build better homes, stronger
support, and a community where
everyone feels heard and respected.**