

NEW TENANCY SATISFACTION SURVEY



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In 2025, we reached out to 489 new tenants to gather feedback on their journey from searching for a property to settling into their new home. We received responses from 104 tenants, and here's what they told with us...

Applying for a property



	May	June	July	Aug	Sept	Oct	Overall
Satisfied with the content of the advert	89%	55%	70%	83%	76%	76%	72%
Overall satisfaction with searching & applying	89%	81%	74%	50%	75%	53%	72%

Offering the property



	May	June	July	Aug	Sept	Oct	Overall
Satisfied with the information received	75%	71%	83%	83%	69%	71%	74%
Kept informed from offer to viewing property	89%	81%	86%	67%	80%	82%	82%
Given enough time to accept the offer	100%	91%	71%	67%	80%	88%	83%
Overall satisfaction with offer process	89%	71%	74%	50%	73%	76%	74%

KEY

% satisfaction below 70%

% satisfaction 70% to 79%

% satisfaction 80% or over



Viewing the property

	May	June	July	Aug	Sept	Oct	Overall
Given enough time to view property	100%	86%	83%	100%	96%	82%	89%
Received information about our empty property standard	56%	48%	61%	33%	48%	47%	51%
Home met empty property standard	75%	100%	69%	100%	83%	86%	83%
Property met expectations	63%	71%	57%	60%	69%	50%	63%
Overall satisfaction with viewing property	78%	81%	74%	83%	81%	65%	77%



Signing the property

	May	June	July	Aug	Sept	Oct	Overall
Given enough time to sign for property	100%	86%	83%	83%	85%	82%	85%
Satisfied with the information received	78%	76%	79%	83%	81%	76%	79%
Were told about any outstanding works	44%	48%	30%	50%	42%	41%	41%
Were told when these outstanding works would be completed	100%	67%	71%	67%	91%	57%	76%
Were told what the tenancy agreement means	75%	71%	88%	83%	92%	88%	84%



Signing the property

	May	June	July	Aug	Sept	Oct	Overall
Were told how they could get a copy of safety certificates	75%	47%	77%	80%	50%	50%	59%
Received a copy of 'Tenant Welcome' pack	100%	90%	91%	100%	92%	88%	92%
'Tenant Welcome' pack was easy to read & understand	100%	95%	86%	100%	96%	100%	95%
'Tenant Welcome' pack gave all the information needed	88%	95%	86%	83%	92%	87%	89%
Overall satisfaction with signing for the property	78%	80%	75%	83%	81%	76%	78%



Overall experience

	May	June	July	Aug	Sept	Oct	Overall
Overall satisfaction with the new tenant experience	78%	67%	75%	67%	80%	75%	74%

By tenancy type...

- 52%** Secure
- 82%** Introductory

By partner...

- 55%** Wates
- 79%** Property Services Repairs Team

By Neighbourhood Team...

- 66%** Central
- 81%** North
- 76%** North East & Dearne
- 63%** South

What we're doing to improve...



We will review the empty property standard and consider including it with the offer letter, so tenants have clear information upfront and enough time to understand what to expect before viewing the property.



To help new tenants feel informed and prepared, we will explore whether our systems can generate a report showing any outstanding repairs at the property, so this information can be shared with them.



We will review the information on our website about new tenancies to ensure it is clear, accurate, up to date, and easy for tenants to understand.



We will review the offer letter to ensure the information is clear and fully explains the next steps for tenants.



To keep tenants informed and supported throughout their move, the Lettings Co-ordinator will make weekly contact, where appropriate, with those waiting to move home to provide key updates and reassurance.



We will explore whether applicants can check their position online, helping them understand how their application is progressing and what to expect next.



We will work with the Tenants First Team to understand available grants so we can support tenants with moving into their new home.



We will ensure safety certificates are issued to tenants as part of the tenancy process, with clear documentation confirming receipt.



When offering a property, we will clearly explain what accepting the offer means, including when the tenancy will start, so applicants know what to expect and can make an informed decision.

THANK YOU!

...for taking the time to give us your feedback!