

Tenant Satisfaction Survey 2025/26

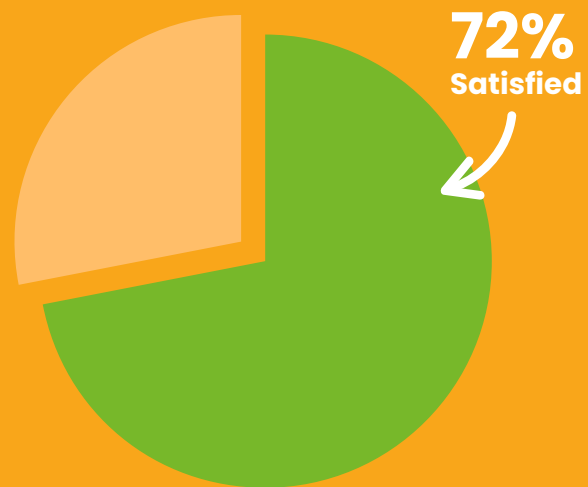
Thank you to everyone who took part in our recent tenant satisfaction survey. The results are part of the Tenant Satisfaction Measures (TSMs) required by the Regulator of Social Housing, and the findings will inform Runnymede Borough Council's future strategic and operational planning.

The survey was carried out via telephone, online and postal questionnaires between November 2025 and January 2026, by an independent research company – Viewpoint Research CIC.

Participants were entered into a prize draw, with four winning a £50 shopping voucher. This report contains key survey results regarding tenants' opinions about their homes and the services received.

Overall

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Runnymede Borough Council Housing Services?



(70% in 2024/25)

We thank you for taking part!

Over 500 residents responded to our survey. These yearly tenant satisfaction measures enable us to review our services so we can make improvements that matter to our tenants.

Runnymede Borough Council

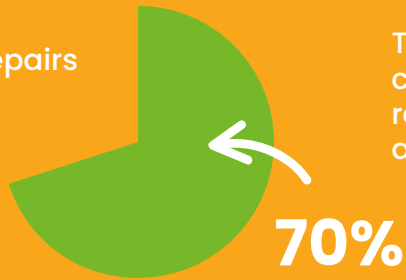
- Civic Centre, Station Road
Addlestone, KT15 2AH
- Tenancy.management@runnymede.gov.uk
- 01932 838383
- www.runnymede.gov.uk



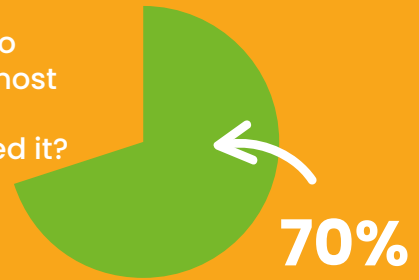
Repairs

How satisfied are you?

The overall repairs service.

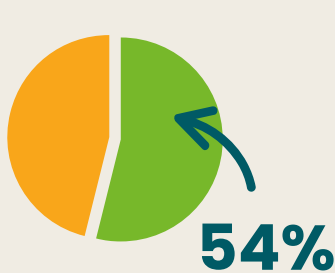


The time taken to complete your most recent repair after you reported it?

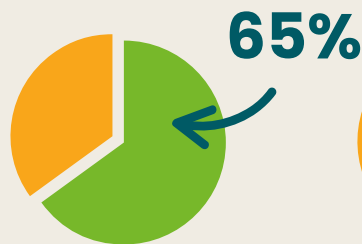


Communication & Engagement

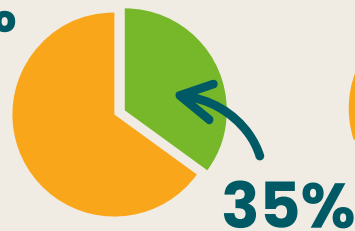
How satisfied are you?



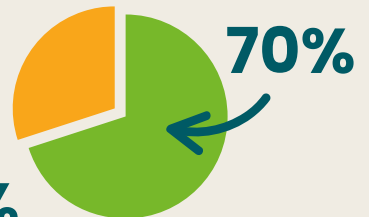
RBC listens to your views and acts upon them?



RBC keeps you informed about things that matter to you?



RBC's approach to complaints handling?

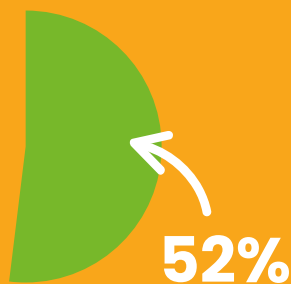


Agree or disagree "RBC treats me fairly and with respect"?

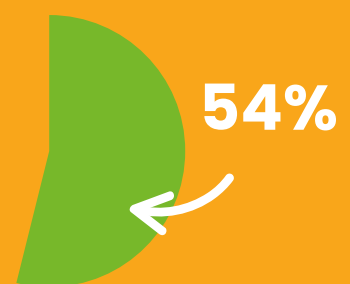
Neighbourhood

How satisfied are you?

RBC makes a positive contribution to your neighbourhood?



RBC's approach to handling anti-social behaviour?



Your property

How satisfied are you?



RBC provides a home that is well maintained?



RBC provides a home that is safe?



RBC keeps communal areas clean and well maintained?

Runnymede Borough Council appreciates the time everyone took to complete the survey for us.

It is important that, through your feedback, we understand the services that work well and those that need to be improved. Where you have said that you are happy for us to, we may contact you to discuss your comments, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Runnymede Borough Council does to involve you in developing services. As well as publishing the results of the survey, Runnymede Borough Council plans to put the findings to good use by working with tenants to further improve the services provided.



What's next?



Publish findings to tenants



Report findings to the Regulator of Social Housing



Use findings to review services



Involve tenants in shaping service improvements

