

Your Views



Tenant Satisfaction Survey Report 2025/26



Introduction

About the Survey

Between November 2025 and January 2026, many of you took part in an important survey. All tenants were invited to take part in the survey by postal or online questionnaires.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way jLiving maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures (or TSMs) as required by the Regulator of Social Housing. Tenants who completed the survey will each receive a £5 voucher from jLiving as a thank you for their time.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing jLiving's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received. The results are shown as percentages. The percentages are rounded up or down from multiple decimal places to the nearest whole number, and for this reason, may not in all cases add up to 100%.



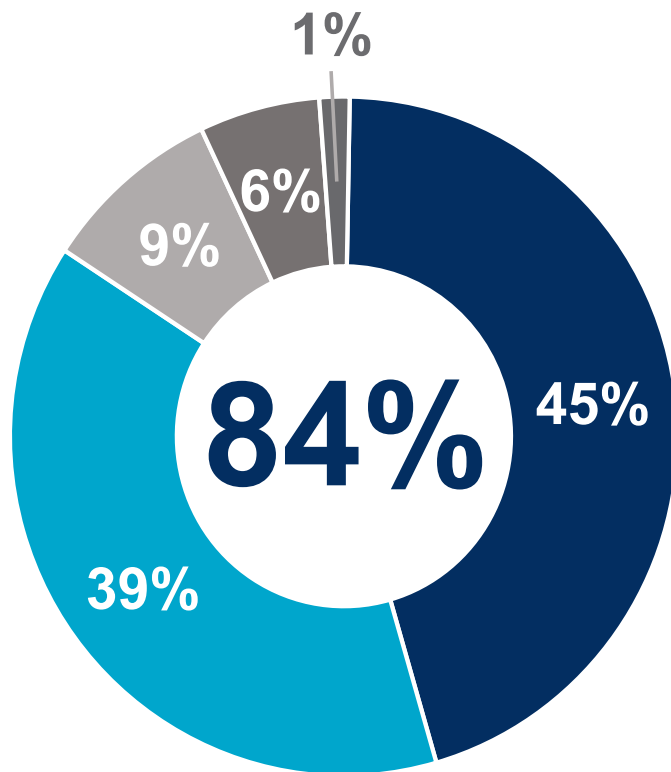
137
tenants took part
out of a total of
414 (124 by post
& 13 online)

A big thank you to everyone who took part!

Overall Service



Over eight out of ten tenants are satisfied with the overall service provided by jLiving (**84%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home



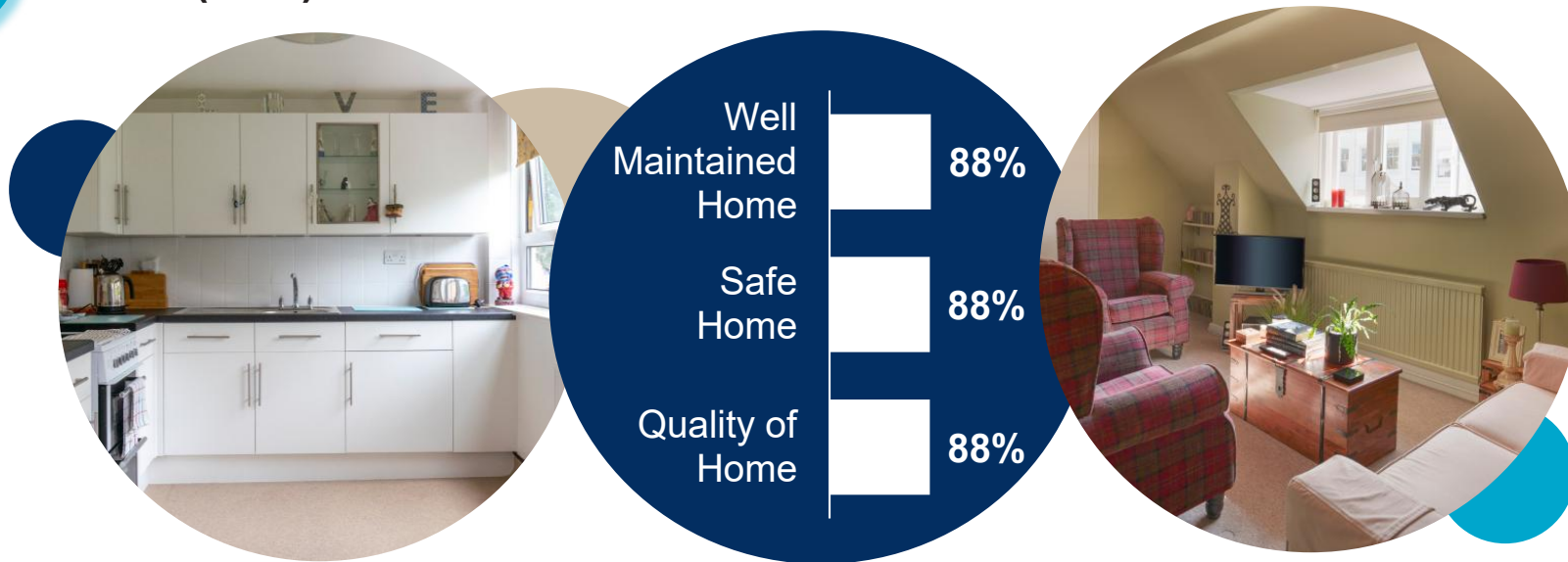
Around nine out of ten tenants are satisfied that they are provided with a home that is well maintained (**88%**).



Tenants are similarly satisfied that jLiving provides them with a home that is safe (**88%**).



Almost nine out of ten tenants are also satisfied with the overall quality of their home (**88%**).



Communal Areas



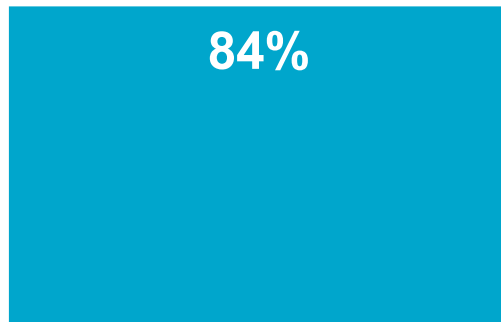
Almost all tenants live in a building with communal areas, either inside or outside, that jLiving is responsible for maintaining (**98%**).



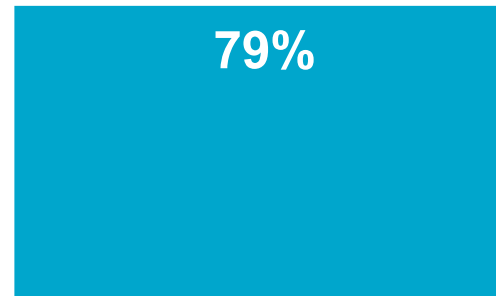
Over eight out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained (**84%**).



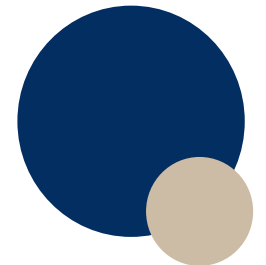
Slightly fewer tenants are satisfied with the grounds maintenance, such as grass cutting, in their area (**79%**).



Communal Areas Clean & Well Maintained



Grounds Maintenance



The Neighbourhood



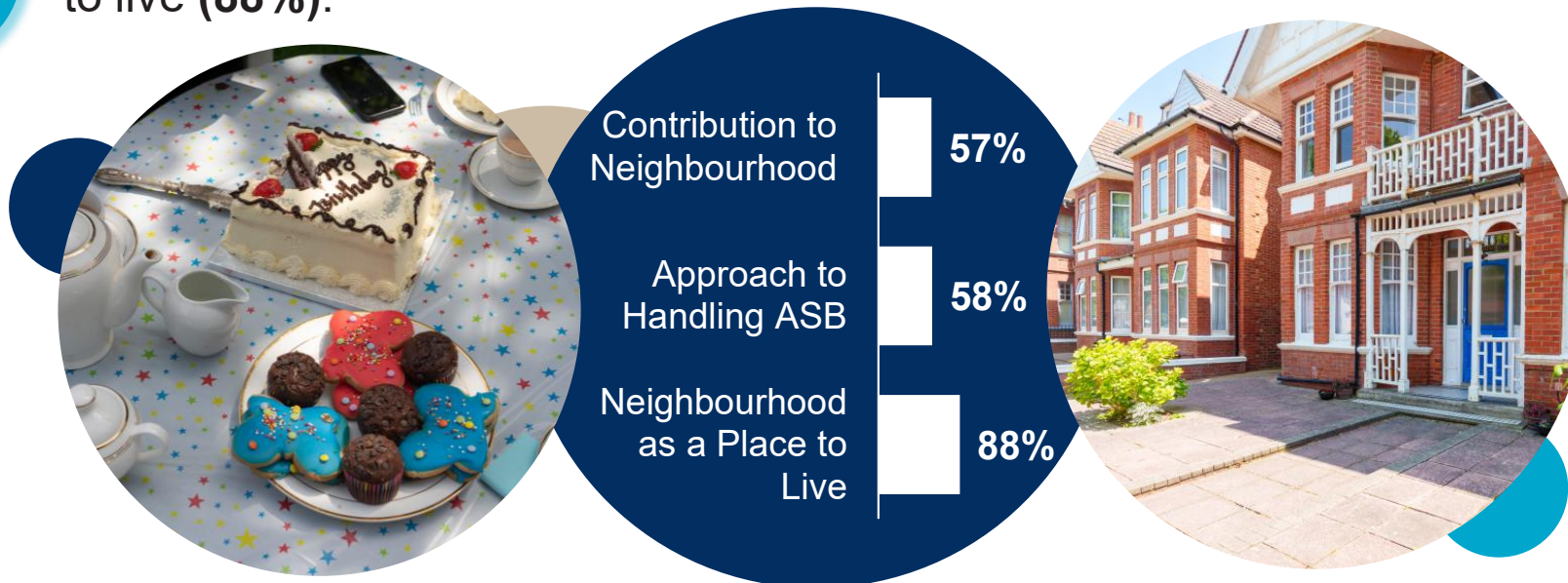
Around six out of ten tenants are satisfied that jLiving makes a positive contribution to their neighbourhood (**57%**).



Tenants are similarly satisfied with jLiving's approach to handling anti-social behaviour (**58%**).



Almost nine out of ten tenants are satisfied with their neighbourhood as a place to live (**88%**).



Repairs Service



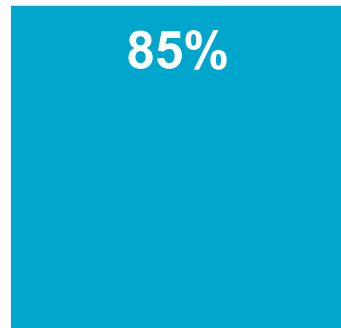
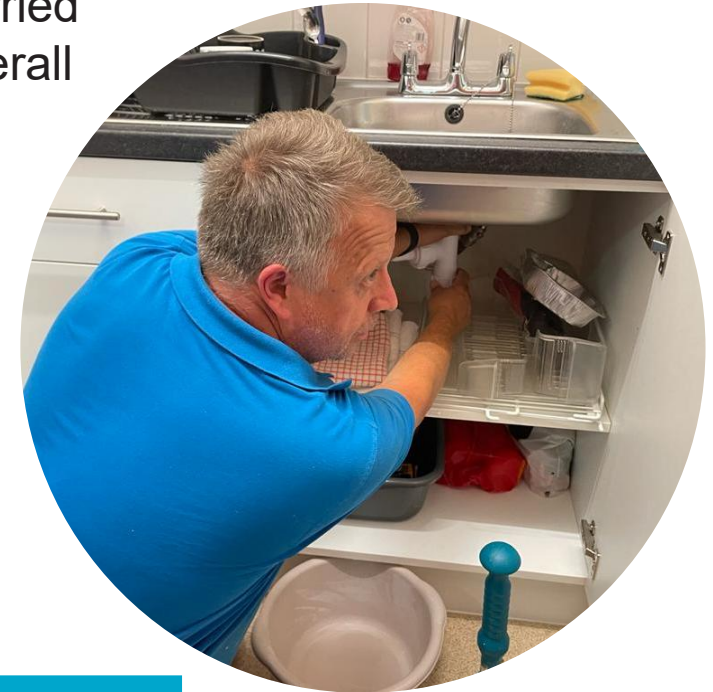
Over eight out of ten tenants who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(85%)**.



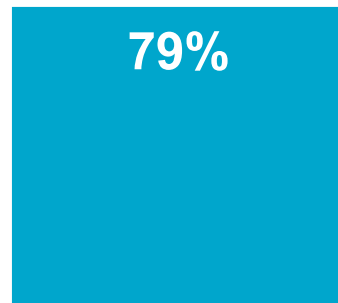
Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(79%)**.



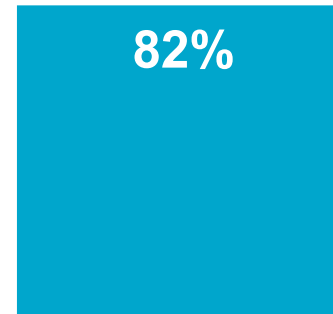
Around eight out of ten tenants are satisfied with the way jLiving deals with repairs and maintenance generally **(82%)**.



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



Repairs &
Maintenance



Communications and Tenant Engagement



Seven out of ten tenants are satisfied that jLiving listens to their views and acts upon them **(71%)**.



Three out of four tenants are satisfied that they are kept informed about things that matter to them **(75%)**.



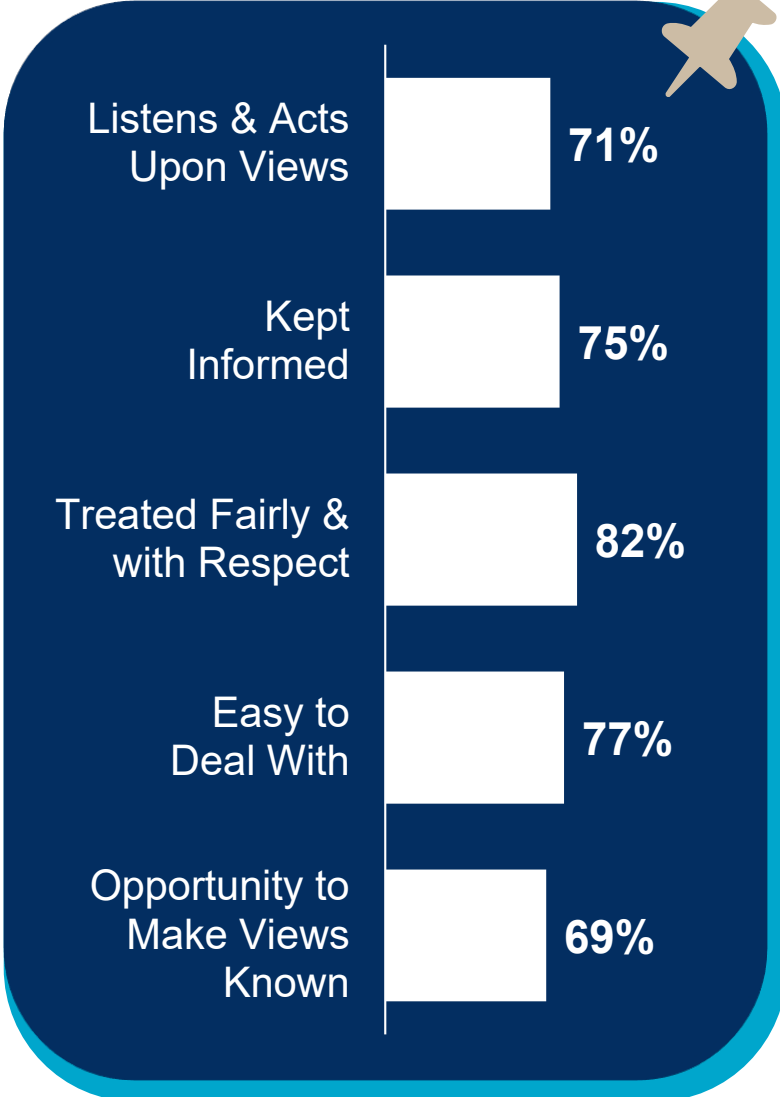
Around eight out of ten tenants agree that they are treated fairly and with respect by jLiving **(82%)**.



Slightly fewer tenants feel that jLiving is easy to deal with **(77%)**.



Seven out of ten tenants are satisfied that jLiving gives them the opportunity to make their views known **(69%)**.



Customer Contact and Complaints



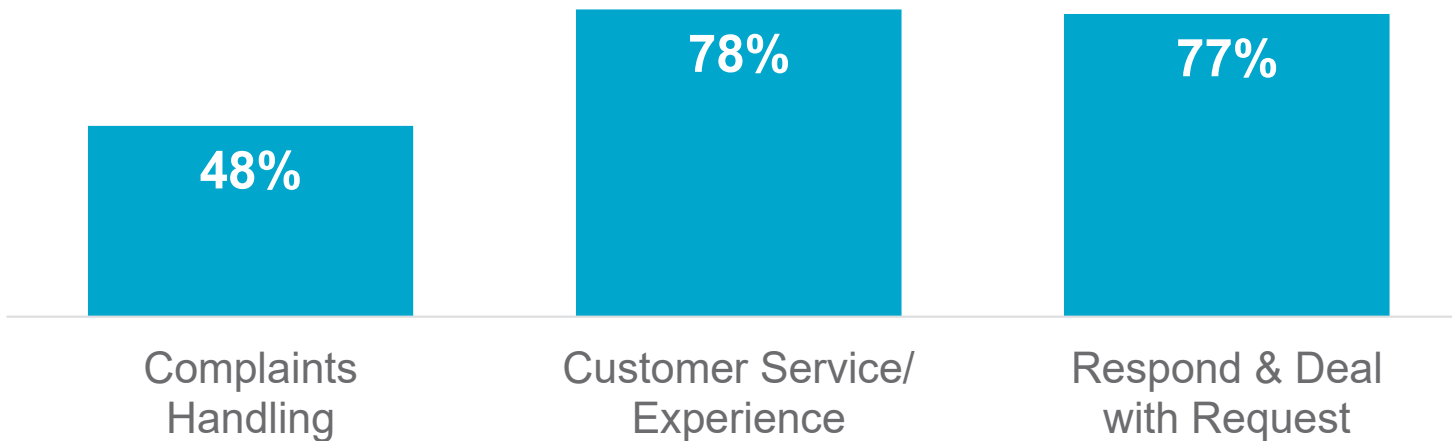
Almost half of tenants who made a complaint in the last 12 months are satisfied with jLiving's approach to complaints handling (**48%**).



Around eight out of ten tenants are satisfied with the customer service/the customer experience the last time they contacted jLiving (**78%**).



Tenants are similarly satisfied that when they contact the Housing Team at jLiving they respond and deal with their request (**77%**).

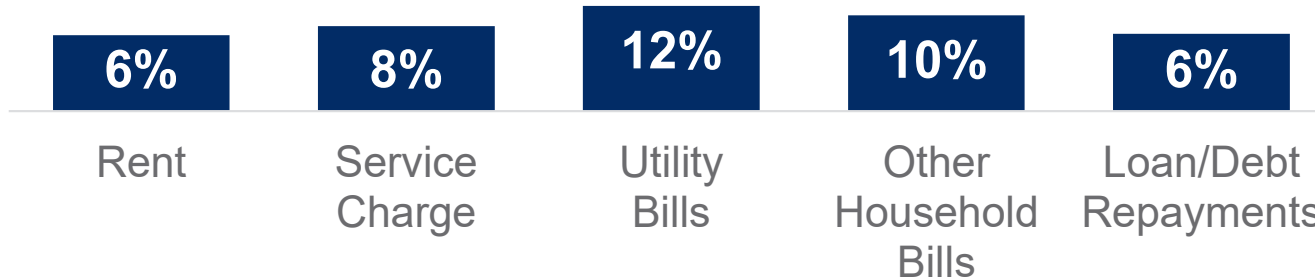


85%
of tenants are aware of how to make a complaint to jLiving

Wellbeing and Affordability



Some tenants reported that they are currently struggling to meet the costs of utility bills (**12%**) and other household bills (**10%**). Fewer tenants are struggling with rent payments or loan/debt repayments (**6%**).



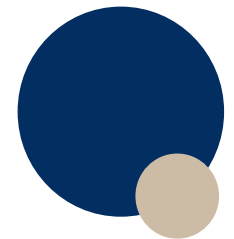
More tenants are satisfied with the value for money of their rent (**89%**) than their service charges (**76%**).



Eight out of ten tenants are satisfied that jLiving is committed to providing energy-efficient and sustainable homes (**81%**).



Tenants with energy-efficient measures in their home are similarly satisfied that they are getting the best value from them and understand their benefits (**79%**).



Recommending jLiving



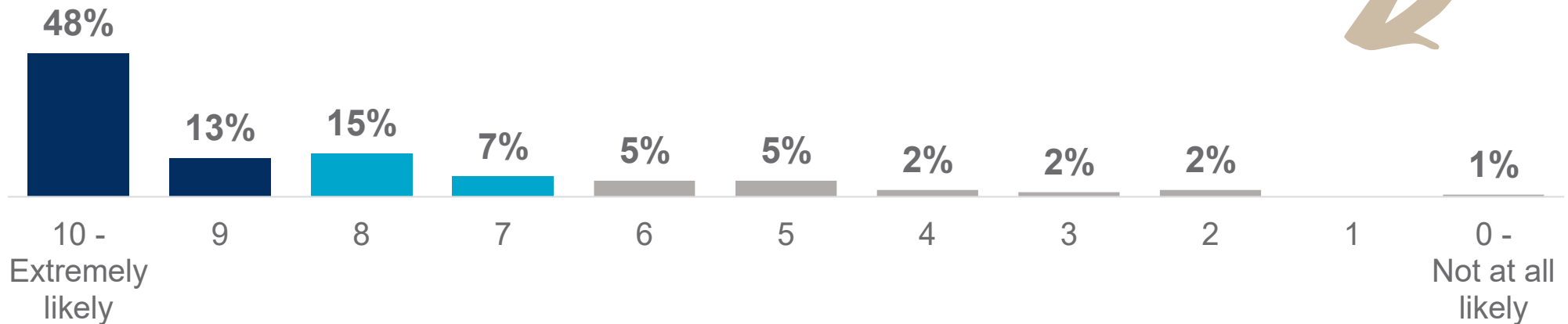
Tenants were also asked how likely they would be to recommend jLiving to other people. This is a 0-10 point rating. Those who would recommend jLiving score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Six out of ten tenants are happy to recommend jLiving to other people (**61%**). However, **21%** of tenants are unsure, and **18%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for jLiving (the percentage of those who would recommend jLiving minus the percentage of those who would not) is **+44**.

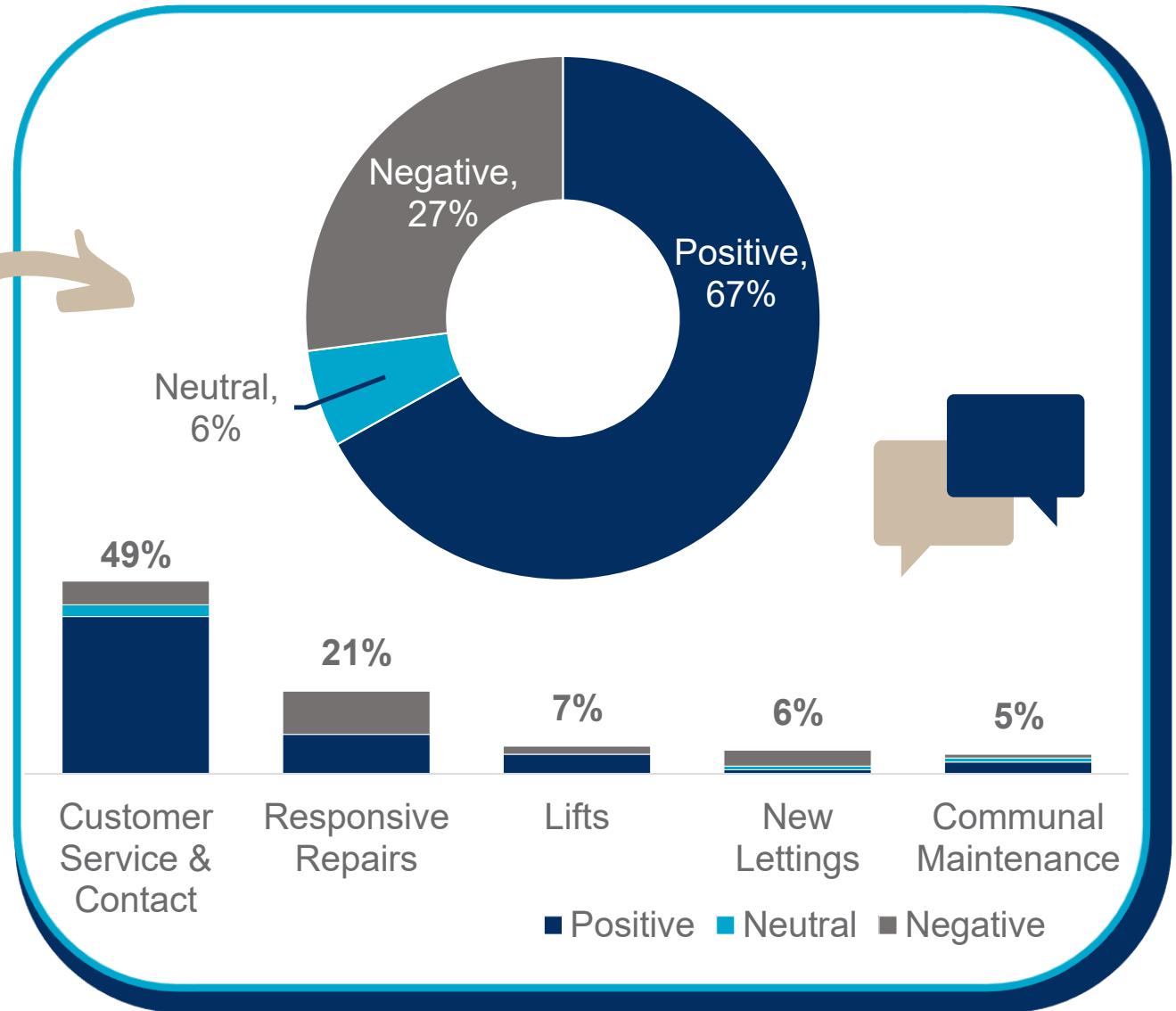


Tenants' Comments

Tenants were asked to describe their specific experiences that have shaped their view of the jLiving's service, and 99 comments were received.

Two out of three of these comments have positive feeling (**67%**), **6%** neutral, and **27%** negative.

The most commonly mentioned category by tenants is customer service and contact (**49%**), followed by responsive repairs (**21%**), lifts (**7%**), new lettings (**6%**), communal maintenance (**5%**), and decoration (**4%**).



Your Views



jLiving 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 we know can and should be improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.


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







JLiving – Leading the Jewish community in providing affordable, secure, welcoming accommodation, including associated services for those aspiring to live independently.

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