



## General Needs

Overall Satisfaction  
**74%**

71%

**Well Maintained  
Home**

74%

**Safe Home**

74%

**Communal Areas**

71%

**Neighbourhood  
Contribution**

74%

**Repair Satisfaction**

71%

**Time Taken Repairs**

68%

**Listens & Acts**

73%

**Kept Informed**

80%

**Treated Fairly &  
with Respect**

77%

**Easy to Deal With**

68%

**Approach to ASB**

42%

**Complaint Handling**

## How We Are Improving Our Services



### Management of Complaints

Complaints Resolution and Disrepair Manager was appointed and we continue to implement learning across the organisation following all complaints.



### Communication

We are adapting our approach to tenant communication around **“you said, we are doing, what do you think; what next, and repeat”** to help us continually improve.



### Repairs & Maintenance

New Responsive Repairs Service Contracts were tendered and new contractors appointed in Apr 2025.



### Damp & Mould

All residents in 2024 were contacted to assess the issues case by case. Repeating exercise in 2025.



### Letting Homes

We are top performers across the sector in letting properties quickly and efficiently resulting in less rent loss.

**We would love to hear your continued feedback.  
It helps ensure we provide you with the right environment and support to meet your needs.**



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## Older People's Service (OPS)

Overall Satisfaction  
**69%**



## How We Are Improving Our Services

-  **OPS Consultation**  
After extensive consultation with OPS customers about our service, an OPS strategy was revised and agreed in Jan 2025.
-  **Communication**  
We are adapting our approach to tenant communication around **“you said, we are doing, what do you think; what next, and repeat”** to help us continually improve.
-  **Repairs & Maintenance**  
New Responsive Repairs Service Contracts were tendered and new contractors appointed in Apr 2025.
-  **Damp & Mould**  
All residents in 2024 were contacted to assess the issues case by case. Repeating exercise in 2025.
-  **Letting Homes**  
We are top performers across the sector in letting properties quickly and efficiently resulting in less rent loss.

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