

# Your Views



LONDON BOROUGH OF  
**HARROW**

## Tenant Satisfaction Survey 2024/25

### About the Survey

In December 2024, many of you took part in an important survey. A representative sample of tenants were invited to take part in the survey by completing a telephone or online questionnaire.

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 London Borough of Harrow maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing. Tenants who took part were entered into a prize draw, with three winning a gift voucher.



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

This report contains key survey results regarding tenants' opinions about their homes and the services received.

**579**

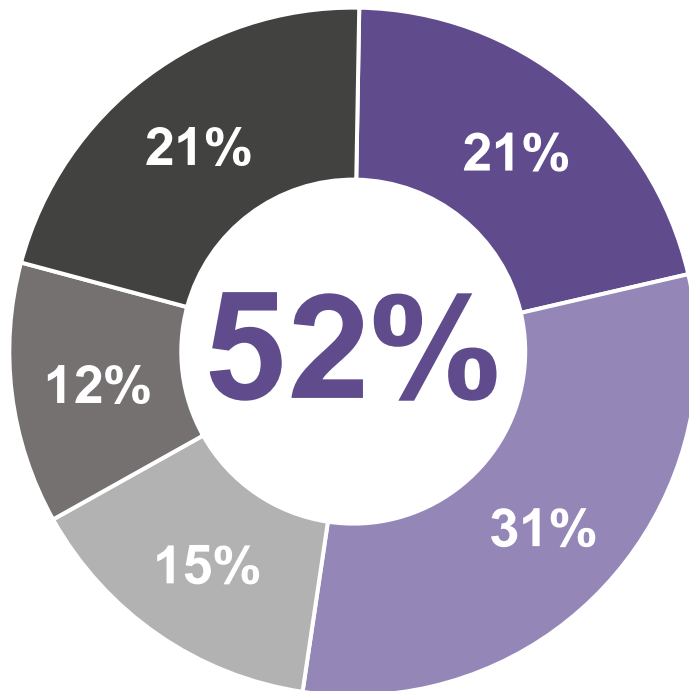
tenants took  
part out of a  
total of 4,637  
households

**A big thank you to everyone who took part!**

# Overall Service



Around half of tenants are satisfied with the overall service provided by London Borough of Harrow's Housing Service (**52%**).



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



# The Home and Communal Areas



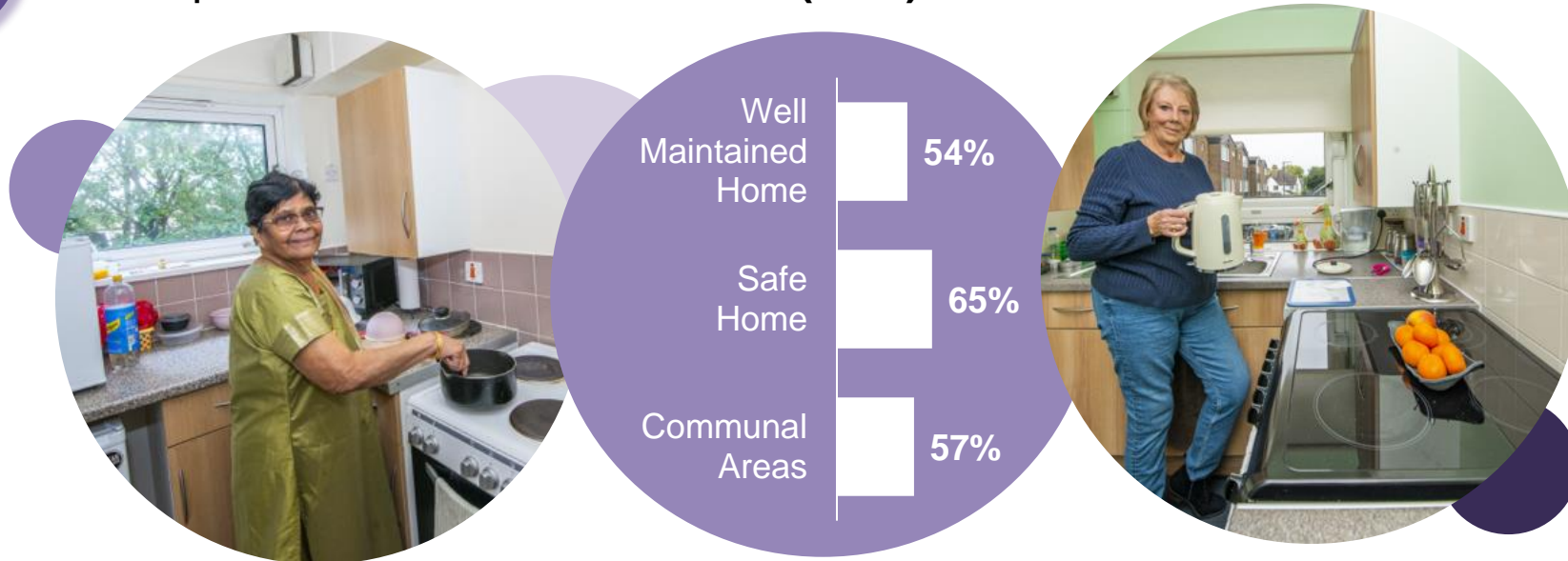
Over half of tenants are satisfied that they are provided with a home that is well maintained **(54%)**.



Around two out of three tenants are satisfied that London Borough of Harrow provides them with a home that is safe **(65%)**.



Almost six out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained **(57%)**.



# Repairs Service



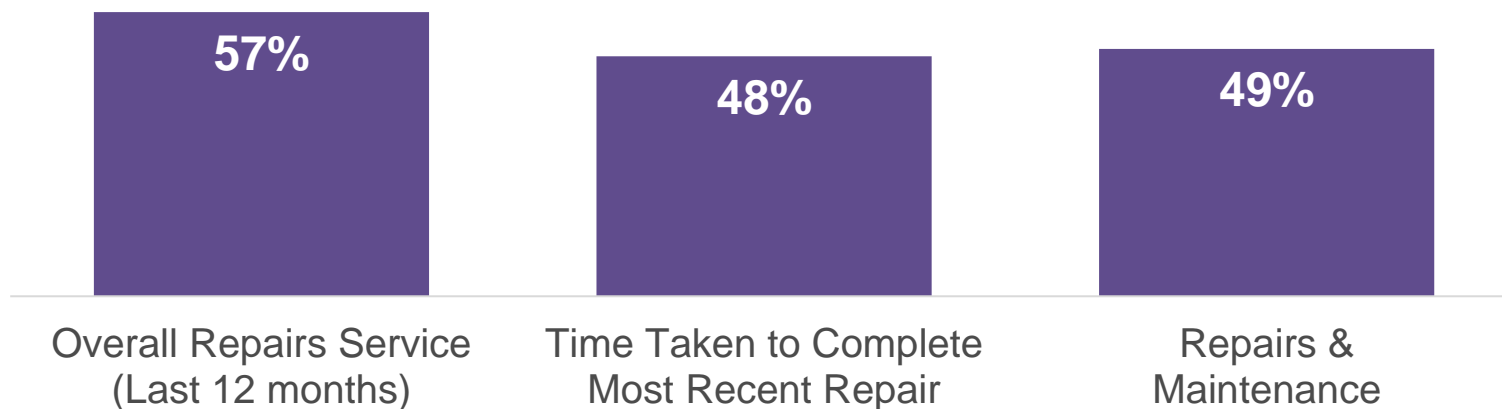
Around six out of ten tenants that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(57%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(48%)**.



Half of tenants are also satisfied with the way London Borough of Harrow deals with repairs and maintenance generally **(49%)**.



**66%**  
of tenants had a repair carried out in the last 12 months



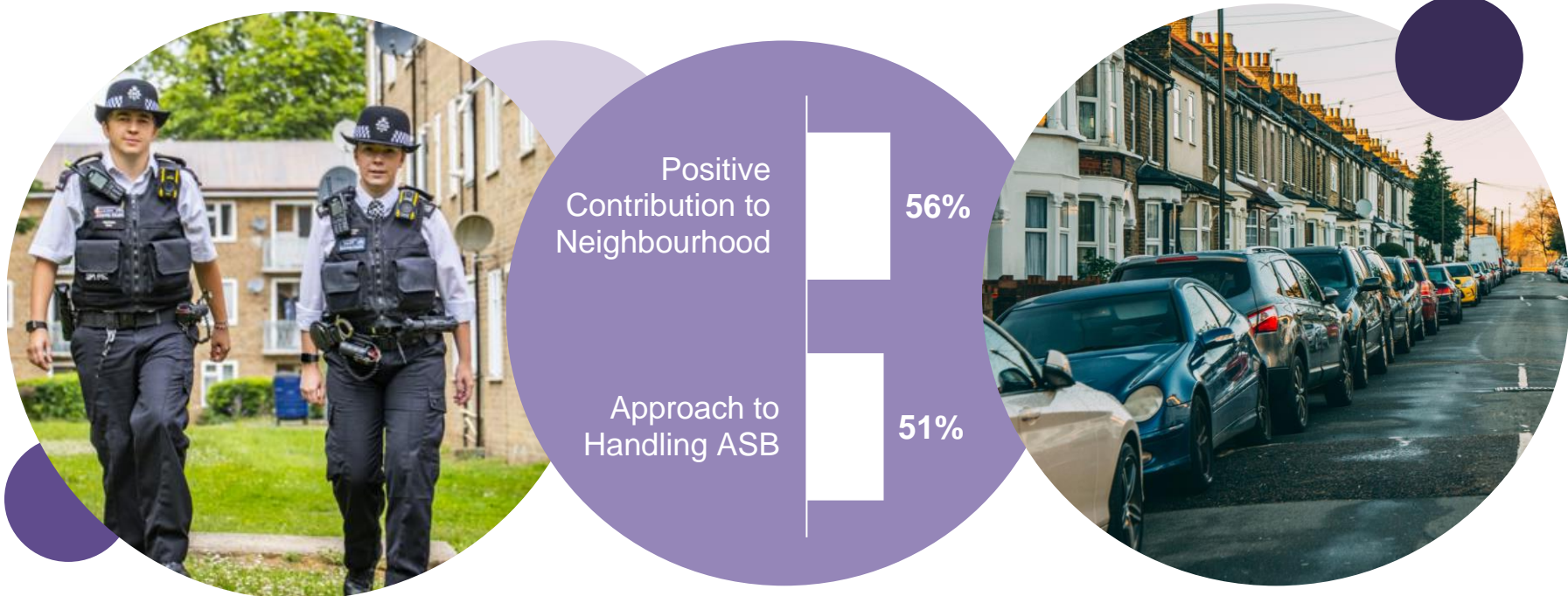
# The Neighbourhood



Over half of tenants are satisfied that London Borough of Harrow makes a positive contribution to their neighbourhood **(56%)**.



Slightly fewer tenants are satisfied with London Borough of Harrow's approach to handling anti-social behaviour **(51%)**.



# Communications and Tenant Engagement



Four out of ten tenants are satisfied that London Borough of Harrow listens to their views and acts upon them **(41%)**.



Around six out of ten tenants are satisfied that they are kept informed about things that matter to them **(62%)**.



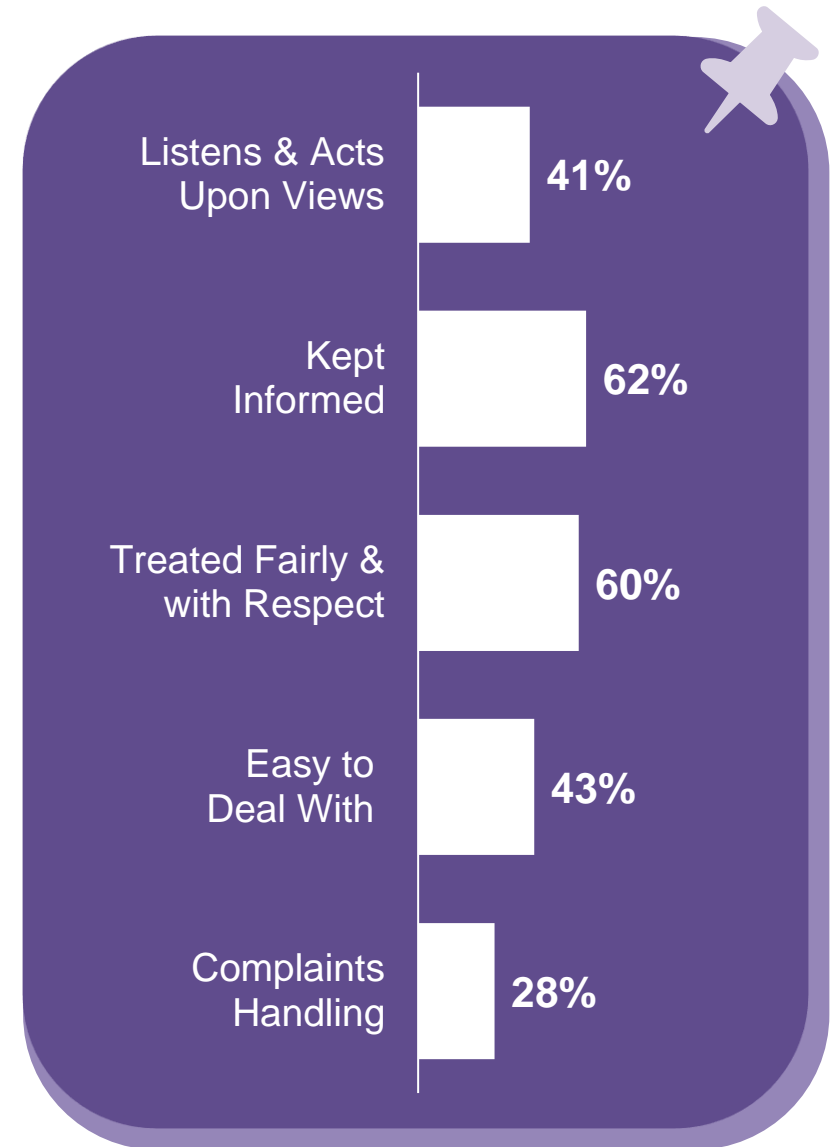
Six out of ten tenants also agree that they are treated fairly and with respect by London Borough of Harrow **(60%)**.



Around two out of five tenants are satisfied that London Borough of Harrow is easy to deal with **(43%)**.



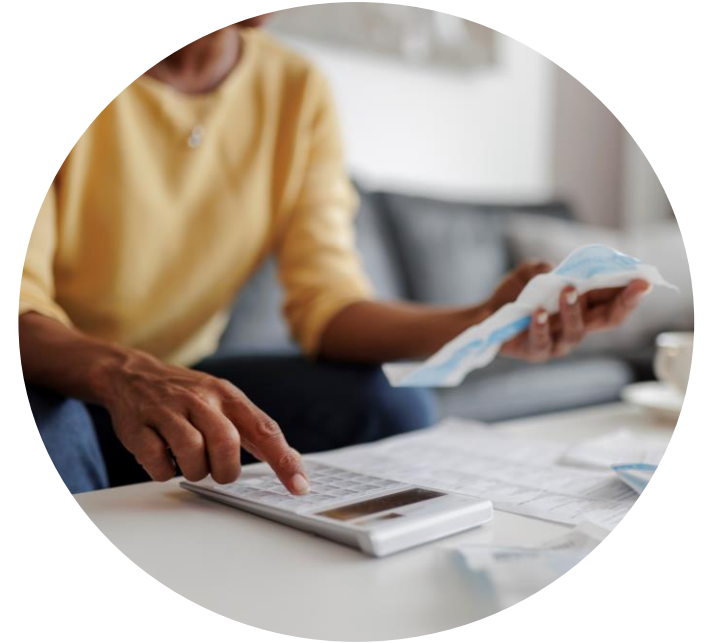
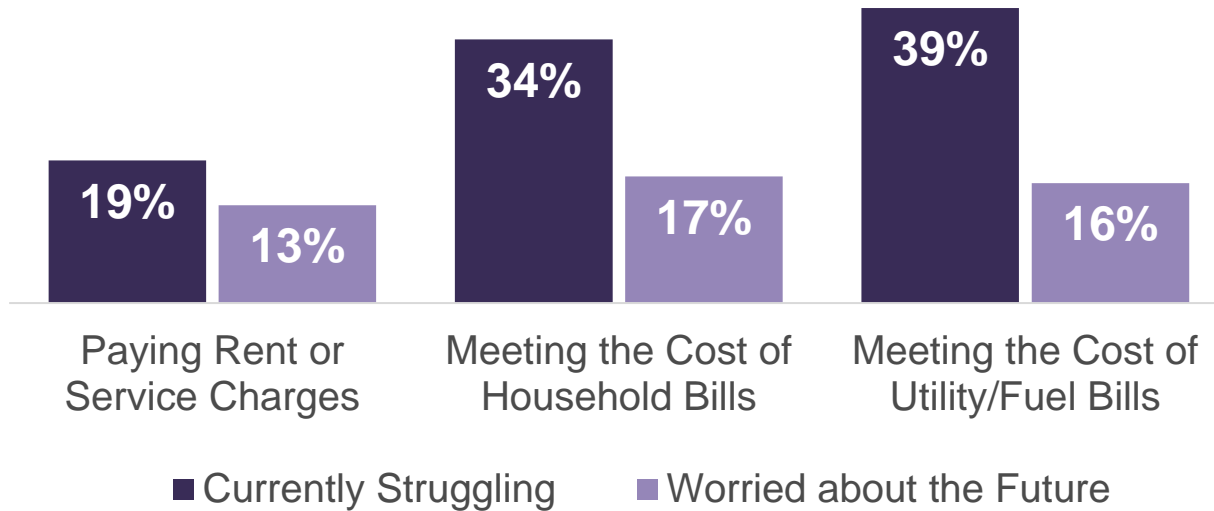
Over a quarter of tenants who made a complaint in the last 12 months are satisfied with complaints handling **(28%)**.



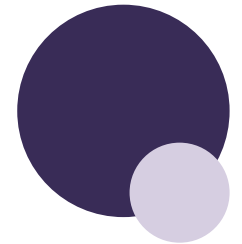
# Wellbeing



Some tenants are currently struggling to pay their rent or service charges (**19%**), with more struggling to meet the costs of household bills (**34%**) and utility/fuel bills (**39%**). Other tenants are worried about these different payments in the future (between **13%** and **17%**).



Around two out of ten tenants said they had work carried out for damp or mould in their home in the last 12 months (**18%**). Of these tenants, **40%** are satisfied with the damp and mould repair.



# Tenants' Comments

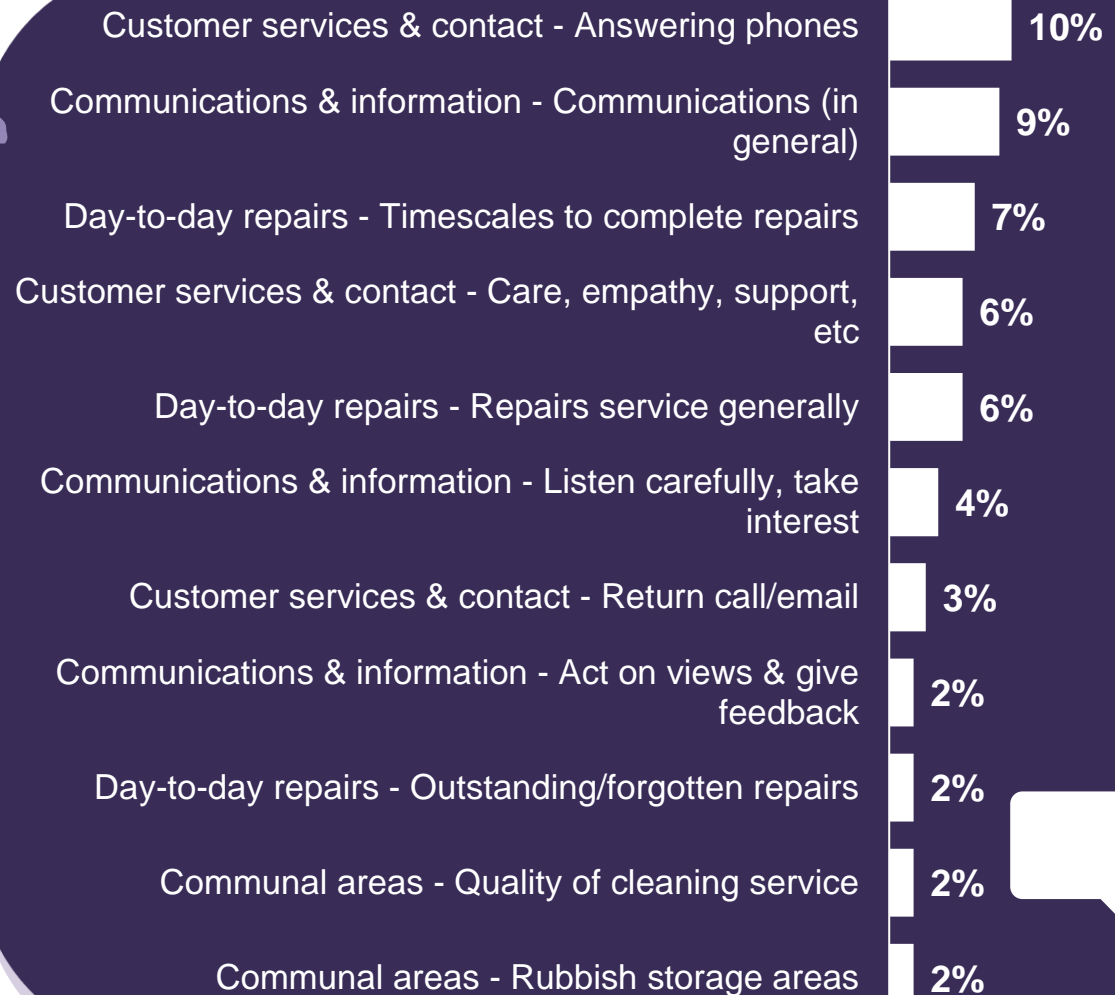
Finally, tenants were asked what one thing London Borough of Harrow's Housing Service could improve, and 479 tenants gave comments.

Tenants most often negatively highlighted customer services, including the answering of phones, care and support provided by staff, and returning of contact.

Tenants would also like improvements to the repairs service and communications, such as the time taken to complete repairs and how they are listened to.

Some tenants mentioned their communal areas, particularly the quality of the cleaning service and the rubbish storage areas.

## Top comments





# Your Views



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London Borough of Harrow 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 that London Borough of Harrow does to involve you in developing services. As well as publishing the results of the survey, London Borough of Harrow plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you  
once again to  
everyone who  
took part.



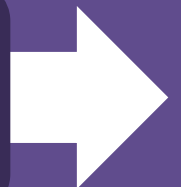
Publish findings to  
tenants



Use findings to plan  
and improve services,  
such as customer  
service, repairs and  
communications



Involve tenants in  
shaping service  
improvements





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