

TENANT SATISFACTION SURVEY

2025

This report presents the findings from our first Tenant Satisfaction Measures (TSM) survey, conducted with our tenants in October and November 2025. If you have any questions about this survey, please email our housing team - housing@launchpadreading.org.uk

ENGAGEMENT AND METHODOLOGY

We had a response rate of **78%**. 21 out of 27 tenants answered the survey. We would like to thank everyone who completed a survey.

Our questions asked **'how satisfied or dissatisfied are you?'** ... Or **'to what extent do you agree or disagree?'**. The percentages shown below are the combined totals for 'fairly satisfied and very satisfied' or 'agree and strongly agree' answers.

RESPONSES

Overall

What is your overall satisfaction with Launchpad's service?

95% are satisfied

Building safety

Launchpad provides a home that is safe

90% agreed

Repairs and maintenance

Launchpad provides a home that is well maintained

86% agreed

A horizontal bar chart with a purple bar representing 86% and a white bar representing 14%. The text '86% agreed' is centered in the purple bar.

Satisfaction with time taken to complete most recent repair

52% of respondents had a repair carried out in the last 12 months. The following two questions were answered only by those tenants.

91% were satisfied

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Overall repairs service

91% were satisfied

A horizontal bar chart with a purple bar representing 91% and a white bar representing 9%. The text '91% were satisfied' is centered in the purple bar.

Complaints and engagement

Approach to handling complaints

38% of respondents had made a complaint within the last 12 months. This question was only answered by people who had made a complaint.

75% were satisfied

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Launchpad treats tenants fairly and with respect

90% agreed

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Launchpad keeps you informed about things that matter to you

90% agreed

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Launchpad listens to your views and acts upon them

76% agreed

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Neighbourhood and anti-social behaviour

Approach to handling anti-social behaviour



76% were satisfied

Launchpad makes positive contributions to neighbourhoods



62% agreed

Launchpad keeps communal areas clean and well maintained

81% of respondents live in properties with communal areas. This question was only answered by people whose homes have a communal area.



71% agreed

QUALITATIVE FEEDBACK THEMES

Ten tenants provided comments in response to:

“Is there anything else you’d like to tell us about the topics we’ve asked you about today?”

Five expressed positive feedback, highlighting appreciation for Launchpad’s support and responsiveness, while some comments identified areas for improvement.

Observations

- Complaints handling generally received positive feedback, with examples of swift action from Launchpad on issues like waste management
- Some respondents felt improvements were needed in maintenance of communal areas, and in our responsiveness to reported problems

ACTING ON WHAT WE HAVE HEARD FROM

THE TENANT SURVEY RESULTS

Listening to Your Views and Acting on Them

Your feedback is important to us, and we want to ensure your voice is heard. To strengthen communication, we will be relaunching regular House Meetings. These meetings will allow us to:

- Share updates directly with you
- Respond to your issues or concerns
- Hear your ideas and suggestions
- Work together on constructive solutions to any challenges

Repairs & Maintenance

Overall satisfaction is above 90%, which is encouraging. However, we know there is more we can do. We will:

- Publish our repair time-scales on our website to increase transparency
- Expand the ways you can report repairs to us, making it easier and more convenient
- Explore sending text message check-ins after repairs are completed, so you can quickly share how the experience was for you

In 2026, we will also be increasing both internal and external property inspections to help us identify where further improvements are needed.

Complaints

Satisfaction with our complaint handling is currently at 75%, and we are committed to improving this. Recent changes include:

- A full review of our complaints process, which is now aligned with the Housing Ombudsman's complaints handling code
- Clear, defined response times so you know when to expect an update from us. Clearer information about next steps if you remain unhappy with our response
- An improved internal complaint tracker to ensure we learn from every complaint and use this insight to improve our services

Anti-Social Behaviour (ASB)

Since receiving the survey results, we have taken steps to strengthen how we manage ASB. We have:

- Improved our case management system so all new cases are logged with clear time-scales
- Enhanced our communication to ensure we are clearer, open with people who report ASB
- Started exploring additional ways for you to report ASB concerns
- Introduced action plans for all parties involved, with effective monitoring and further action taken where necessary