

Tenant Satisfaction Survey 2025/26

About the survey

Between October and November 2025, 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 interview.

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 Brighton & Hove City Council's housing services maintain your homes and delivers key services.

The survey results form part of the tenant satisfaction measures (TSMs) as required by the Regulator of Social Housing.

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

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

A big thank you to everyone who took part!



Overall service

More than 7 out of 10 tenants are satisfied with the overall service provided by Brighton & Hove City Council's housing services (71%). This is a rise of 4 percentage points on last year's overall satisfaction levels.

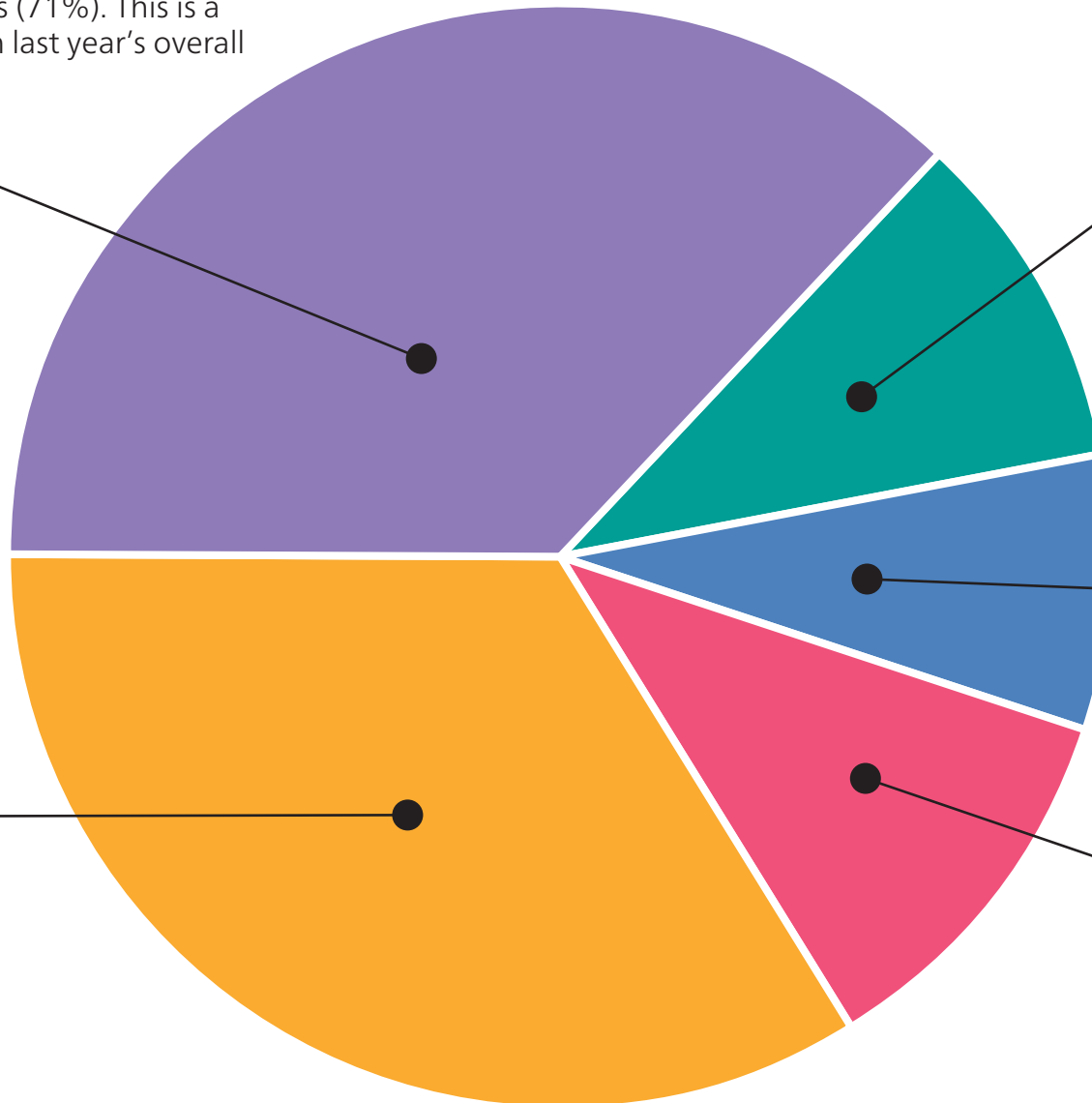
37% Very satisfied

11% Neither satisfied nor dissatisfied

8% Fairly dissatisfied

10% Very dissatisfied

34% Fairly satisfied

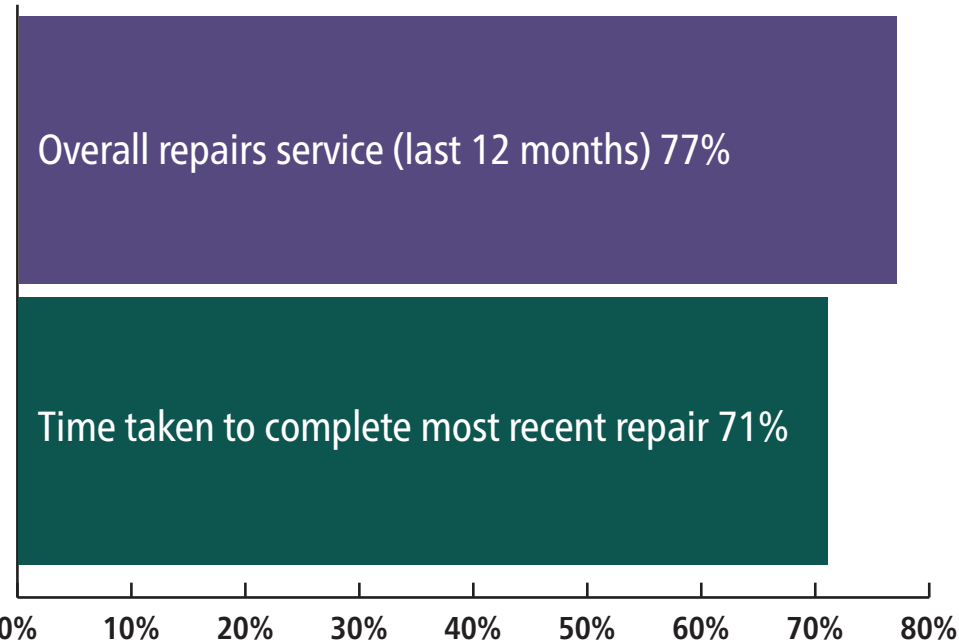
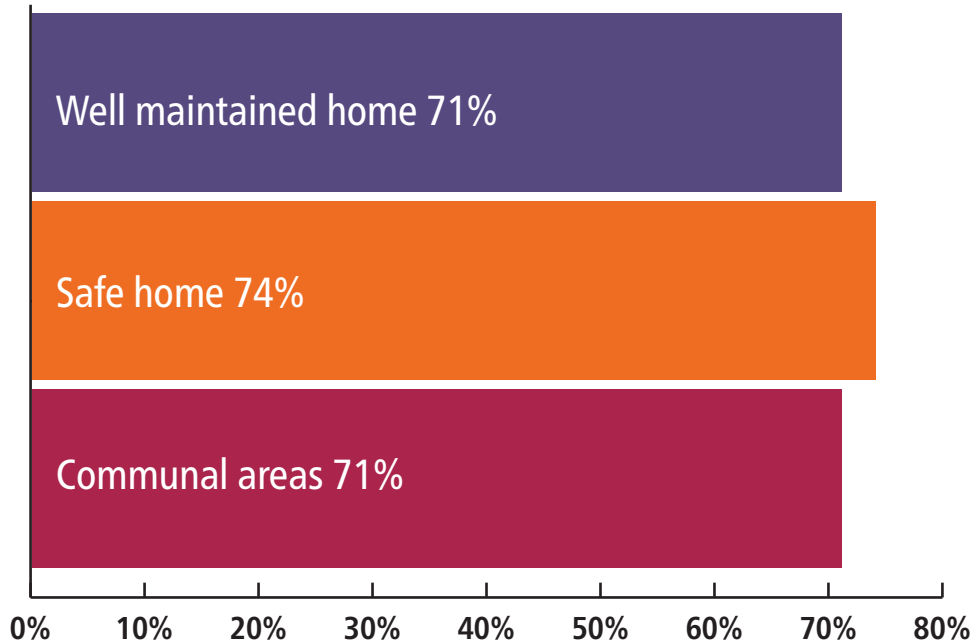


The home and communal areas

- More than 7 out of 10 tenants are satisfied they are provided with a home that is well maintained (71%).
- Around 3 out of 4 tenants are satisfied that Brighton & Hove City Council provides them with a home that is safe (74%).
- More than 7 out of 10 tenants with communal areas are satisfied that these areas are kept clean and well maintained (71%).

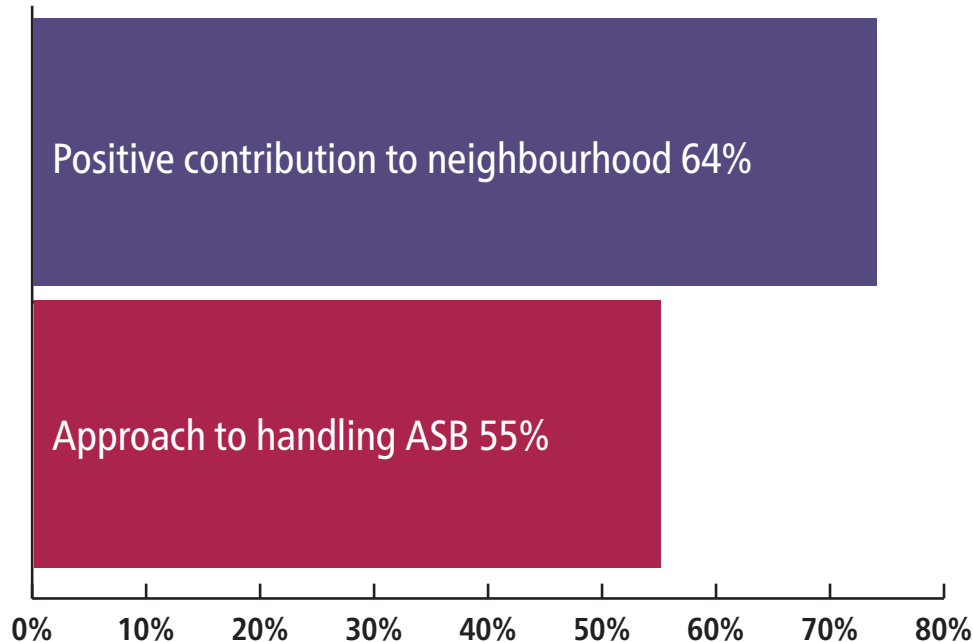
Repairs service

- More than 7 out of 10 tenants said they had a repair carried out to their home in the last 12 months (72%).
- Nearly 8 out of 10 of these tenants are satisfied with the overall repairs service over the last 12 months (77%).
- Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it (71%).



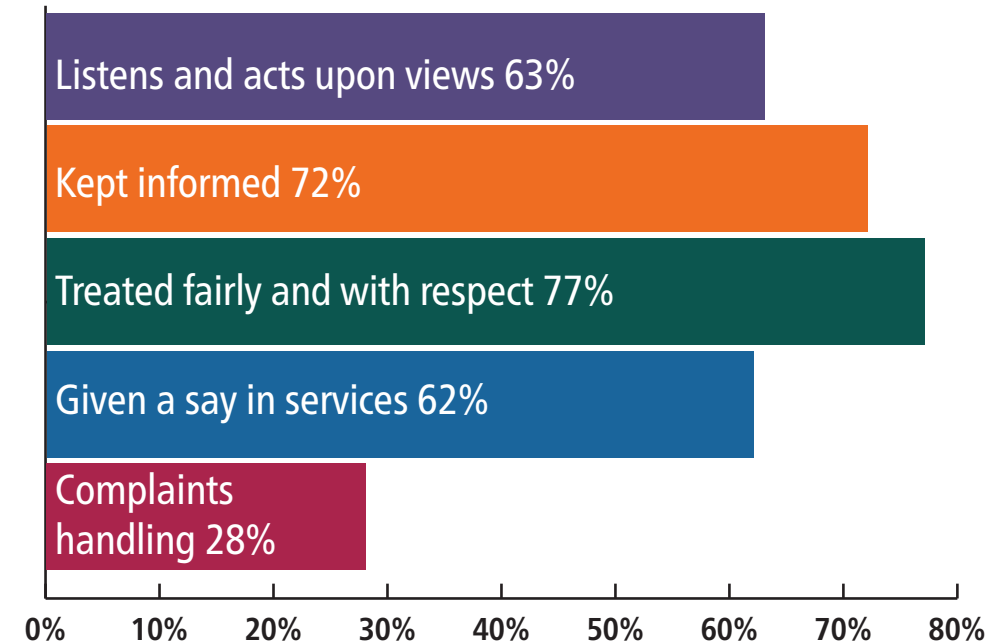
The neighbourhood

- More than 6 out of 10 tenants are satisfied that Brighton & Hove City Council makes a positive contribution to their neighbourhood (64%).
- Fewer tenants are satisfied with Brighton & Hove City Council's approach to handling anti-social behaviour (55%).



Communications and tenant engagement

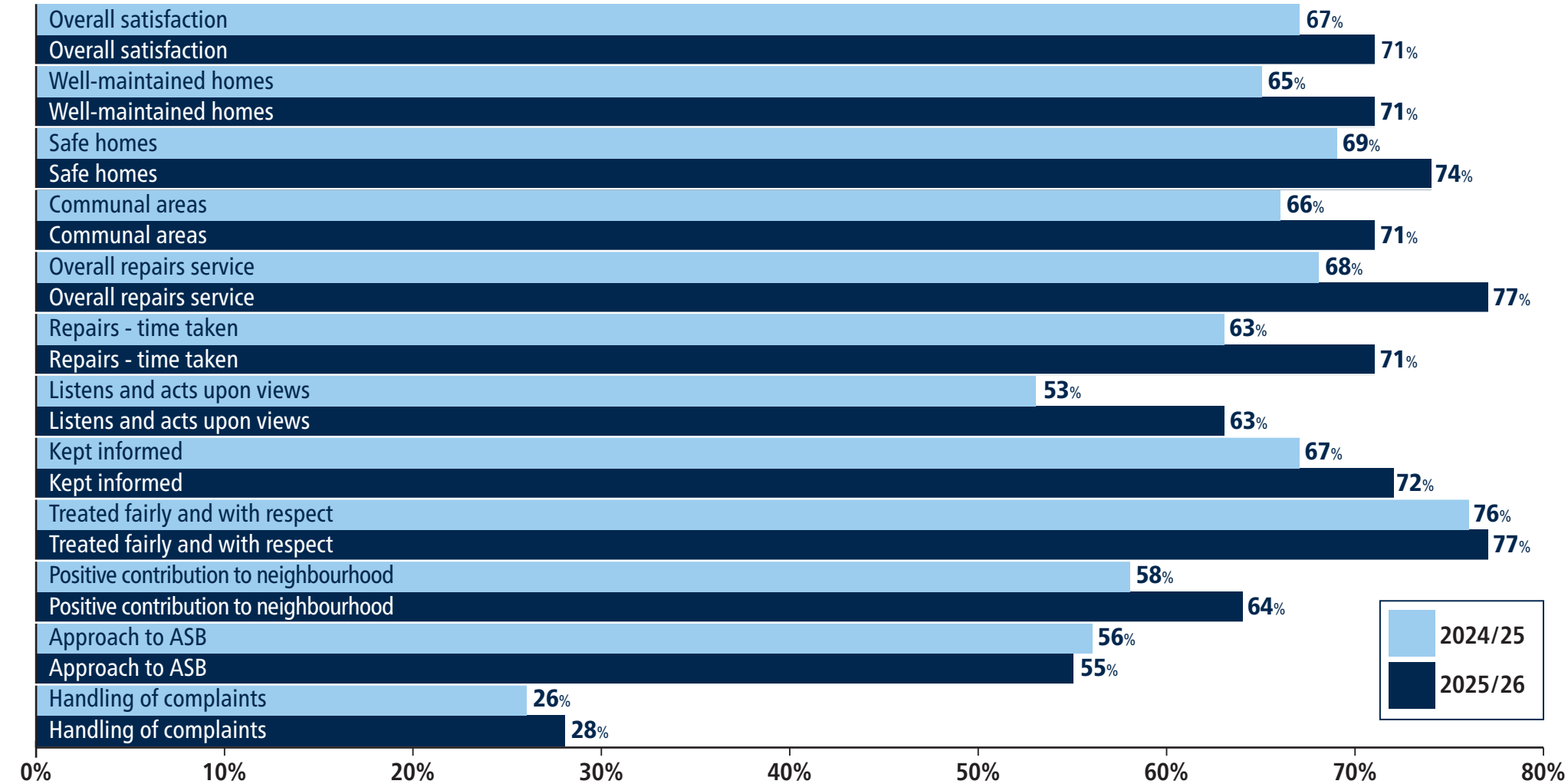
- More than 6 out of 10 of tenants are satisfied that Brighton & Hove City Council listens to their views and acts upon them (63%).
- More than 7 out of 10 tenants are satisfied that they are kept informed about things that matter to them (72%).
- More than 3 out of 4 tenants agree that they are treated fairly and with respect by Brighton & Hove City Council (77%).
- More than 6 out of 10 tenants are satisfied that they are given a say in how services are managed (62%).
- Only around one in 4 tenants who made a complaint in the last 12 months are satisfied with how their complaint was handled (28%).



Comparison with the previous survey

A similar survey was undertaken with Brighton & Hove City Council tenants in 2024. When comparing the 2 surveys, satisfaction has increased for all the measures in the survey, apart from the handling of anti-social behaviour (ASB), where satisfaction has fallen slightly. The biggest areas of improvement are the repairs service

and tenants being given a say in how services are managed. The lowest area of satisfaction remains complaints handling. Our satisfaction levels for ASB and complaints are consistent with the satisfaction levels reported in the latest data for local authority landlords nationally.



Your views

Brighton & Hove City 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 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 Brighton & Hove City Council does to involve you in developing services. As well as publishing the results of the survey, Brighton & Hove City Council plans to put the findings to good use by working with tenants to further improve the services provided.

We aim to be a great landlord by putting residents at the heart of our improvement plans and responding to what you tell us.



Thank you once again to everyone who took part.

Tenant satisfaction measures – summary of approach

Summary of the survey approach used to generate the published tenant perception measures

Sample size	1,002 fully interviewed and 48 partially interviewed
Timing of survey	21 October 2025 to 1st December 2025
Collection method(s)	Telephone surveys
Sample method	Random sample, with quotas set
Representativeness of the sample	Representativeness checks carried out by ownership type, tenure, property type, area, age group, ethnicity and gender
Details of any weighting applied to the results	No weighting has been applied
Role of any external contractor(s) in collecting, generating, or validating the reported measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
Number of tenant households in the relevant population that have not been included due to exceptional circumstances	None
Reasons for any failure to meet the required sample size	Required sample size has been met
Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
Any other methodological issues likely to have an impact on the reported tenant perception measures	None

